



## Service Guide

This guide is produced in line with The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and the

Care Quality Commission (Registration) Regulations 2009

### **Net Care West Norfolk Limited**

Net Care West Norfolk Ltd T/A Home Instead West Norfolk

**Home Instead West Norfolk**  
66 High Street, Kings Lynn, PE30 1AY  
Telephone: 01553 387967

### **Nominated Individual:**

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01553 387967

### **Registered Manager:**

Mrs Laura Jennifer McEwan  
Contact details as above

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## Welcome

Welcome to Home Instead. This Service Guide is designed to provide you with the information you need to decide if you would like to receive a service from us. It is also a useful publication for you to have to whilst receiving a service from us as it contains a summary of our most important policies and all the contact details you might need in the future.

## Statement of Purpose

The aim of Home Instead® is

**“We exist to expand the world’s capacity to care”**

Net Care West Norfolk Ltd t/a Home Instead West Norfolk’s principle objective is to provide supportive care and companionship which both enables and encourages our clients to maintain their wellbeing and remain independent, in their own homes, for as long as possible. The scope and duration of our service provision aims to support this and is set out in each client’s Care Plan.

## About our organisation

Home Instead is a national company with locally based franchises. Each Franchise is independent. The most senior person is the company director who is designated as the Nominated Individual. This person has overall responsibility for the service. On a day to day basis the service is run by the Registered Manager, who will have appropriate skills and qualifications. A Care Manager is responsible for carrying out a Care Consultation and developing Care Plans. Care is provided in the client’s own home and where appropriate out in the community by our team of Care Professionals. All our Care Professionals have been through relevant training to make sure they have the right skills and qualities to support you well.

## The Services we provide

Home Instead provides a range of services for clients from our office in Kings Lynn, West Norfolk and we are registered by Care Quality Commission (the organisation responsible for registration and inspection of social care services in England) to provide personal care and support to adults living in the West Norfolk area.

The list below details a few of more than 60 services we can provide:

- Personal care
- Companionship
- Medication support
- Respite care
- Meal preparation
- Light housekeeping
- Local transport
- Escort for shopping, errands and visits

We provide care and support to people within their own homes, including those living with long term conditions such as multiple sclerosis, strokes or Parkinson’s disease, in addition to supporting people needing end of life care.

We specialise in supporting people to live well with dementia.

We also provide support to people with physical disabilities and sensory impairments.

Although we work mainly with older people, we are able to support younger people as well.

All of the above services are provided by Care Professional personal visits, at agreed times, to meet your needs and your chosen life style. The visit can vary in length from one hour per day to up to 24 hours, seven days a week, including weekends and public holidays.

## **The services we are not able to provide**

There are some things that we are not able to help with, this might be because there is legislation which prevents us from doing them or it could be because there are other organisations better placed to provide a particular type of care or support.

The type of things we cannot help with includes:

- Assistance with wound care and dressing changes
- Provision of specialist aids and equipment (e.g. wheelchairs, bath aids and other occupational therapy aids)
- Provision of continence supplies
- Any lifting in excess of the Care Professionals' personal ability (which includes lifting and moving furniture and other similar items)
- Working at height (such as changing curtains or lightbulbs or cleaning windows)
- Financial advice, money management and benefit entitlements

If any of these issues are identified during your Care Consultation, we can help you to contact an appropriate agency that would be able to assist you with the things we cannot do.

## **An overview of Home Instead service**

Once you or your representative have contacted Home Instead about your care and support, we will arrange for one of our Care Managers to conduct a client visit. We will ensure that the appointment is convenient for yourself and for anyone else you might want to have present, this could be a trusted family member, close friend or someone who is appointed to assist you with managing your affairs generally. The Care Manager will be appropriately qualified and experienced to carry out a Care Consultation (often referred to as a needs assessment). They will support you to tell us about what outcomes you want to achieve and how you would like to be supported. Together you will talk about all aspects of your life such as:

- Physical, mental and emotional well-being,
- Cultural, religious, spiritual or social preferences,
- Education, training and recreation needs,
- Family and personal relationships,
- Control over everyday life,
- Rights and entitlements, and
- Protection from neglect and abuse.

You will then both work together (alongside anyone else you have chosen to be present) to draw up a plan of how Home Instead services can help you achieve the things that are important to you. The Care Manager will also carry out a risk assessment to ensure that work can be undertaken safely in your home.

A comprehensive record of your requirements will be kept in an accessible format using a digital management system. The digital management system is used to record details of your requirements and needs, the time and date of every visit to your home, the services provided and any significant occurrence.

The client digital management system is used each visit to record details of:

- All care and support provided to you
- any financial transactions undertaken on your behalf
- details of any changes in your circumstances
- details of any changes in your health, well-being or care needs
- any accident, however minor, involving you or the Care Professional
- any untoward incidents
- any other information which may be required to ensure consistency in the provision of service
- any prescriptions collected on a client's behalf

As part of your agreed service, assistive technology may be placed within your home. Assistive technologies are products and services that empower people to become more independent at home, such products include but are not limited to:

- fall detectors
- bed sensors
- chair sensors

We will manage any records we hold in line with the General Data Protection Regulations. More detail about this can be found in the document Data Protection Promise made available to you. Alternatively you can view our privacy policy on our website <https://www.homeinstead.co.uk/privacy-promise/>.

Your Care Plan will be reviewed continuously during the first 14 days of the service starting to make sure that it is right for you. We will then formally review your Care Plan at least annually during a Service Review visit to see if your aspirations or needs have changed, however, Care Professionals will monitor your plan and if they feel your needs have changed the Care Plan can be reviewed at any time.

If Home Instead is not able to provide a service that meets your needs our Registered Manager will write to you (and any representatives) to inform you that Home Instead cannot provide the service, giving reasons for the decision.

## **The standard you can expect from us**

Home Instead will provide you with a high-quality personalised service which will provide supportive care and companionship which both enables and encourages you to maintain health and wellbeing and remain independent, in your own home, for as long as possible.

Your care and support will be provided by a Care Professional

Your Care Professional will:

- Be polite and courteous
- Work with you in a manner which empowers you and promotes your independence
- Behave professionally in accordance with Home Instead policies and procedures
- Respect your privacy and dignity when carrying out tasks to support you
- Keep all your personal and financial matters confidential
- Have the knowledge, skills, and competency to carry out their work
- Carry a photographic identity card
- Maintain an appropriate standard of appearance
- Arrive at the time stated in your Care Plan and remain for the agreed time.

- If delayed for any reason, make every effort to contact you in a timely manner
- Complete the care and support activities in your Care Plan
- Respond to changes in your needs
- Put you in contact with appropriate agencies to support you in meeting needs that cannot be met by Home Instead
- Be vigilant to when you might be at risk of harm and support you to get any help you might need to keep safe

### **Making sure we deliver a high-quality service**

At Home Instead we are committed to ensuring that all of our services deliver high quality, personalised care, and support. We do this by carrying out regular quality assurance touchpoints and quality control checks, we also conduct an annual client survey and will send you a questionnaire to complete. During a quality assurance touchpoint, you will have an opportunity to talk about the service, how you feel you are being supported to achieve your personal outcomes and provide us with feedback on how we could improve our services. You can be supported by a family member, close friend or a formal representative at either a quality assurance visit or to complete a client feedback questionnaire for our annual survey. We publish the results of our annual client survey on our website and make it available to the Care Quality Commission, all responses are appropriately anonymous to protect client confidentiality.

We also monitor the performance of our Care Professionals to ensure they have the knowledge, skills, and competency they need to carry out their role. To do this we sometimes visit to observe them in their work. If it is planned to observe them working with you, we will always contact you beforehand to ask for your consent.

Care Quality Commission is the organisation responsible for ensuring that all social care and support services in England meet the required standards. In order to do this, they will send a team of inspectors to visit Home Instead to examine documents and records, talk to some of the people who use our services and their families, meet with our staff and observe the services being delivered. The inspection reports are published on their website.

Please find the link to our page on CQC where you will find the latest inspection report and our registration details.

<https://www.cqc.org.uk/location/1-824268000>

Home Instead recognises that feedback from clients, their families, and others is essential to monitor the quality and effectiveness of our services. Home Instead welcomes and encourages all clients to comment on our services, complement the organisation when things are particularly good and tell us where things have not gone so well. If you feel you need to make a complaint, details of how to do this are included at the end of this Service Guide.

### **Working with family, carers and the community**

At Home Instead we recognise that our clients do not exist in isolation, we know that there might be family and friends that want to be involved in supporting you and that you might want to be actively involved in your community. We provide lots of information and guidance on our website for families and carers. We also encourage our staff to get involved in charitable activities and have a special charity of our own “Home Instead Charities” to help fund community projects.

### **Policies and procedures**

In order to ensure Home Instead delivers a high quality, personalised and safe service we have developed a range of policies and procedures. Any or all of these are available on request from your Care Manager or Care Professional. A summary of the ones most relevant to your care and support is included within this Service Guide.

### Confidentiality

Home Instead recognises its obligations under the General Data Protection Regulations and the right of all individuals to privacy. Home Instead aims to provide a person-centred service which ensures that a client's privacy and personal information is kept confidential.

- In order to provide you with a service, we will need to collect and record your personal details. We will ensure that records containing your personal and sensitive information are held securely and can only be accessed by those individuals with a need to see them. Where there is a need for a Client Journal, it will be kept in your home for the duration of service provision, however, it remains the property of Home Instead and will be taken to the office for archiving at the end of the contract.
- Care Professionals involved in your care will not discuss any aspect of your personal information with any individuals not directly associated in providing care and support to that client.
- We will make sure that we have your express permission before we disclose any personal information to other professionals involved in your care or to your family members.
- You have the right to see any of your personal information that we hold, if you or your representative wishes to do so please make a request to the Care Manager.

### Entering a client's home

Home Instead recognises the importance of a client's safety, security, and privacy, particularly within the confines of their own home.

- All Care Professionals will carry photographic identification and will present this to you to provide reassurance. Please do not allow entry to anyone that you are not sure of.
- If you are unable to answer the door on a routine basis then alternative arrangements can be made to ensure Care Professional have access to your home, this might be through the use of a Keysafe (if you have one) or you can provide Home Instead with a duplicate set of keys.
- If you provide us with a set of keys, these will be handled and stored in a secure manner in accordance with our policy.
- Even if a Care Professional is in possession of the means to enter your home independently, they will still knock before entering and check that you are in agreement with them entering your home.
- If for any reason a Care Professional is unable to gain entry to your home there is an appropriate procedure to be followed to ensure that you are safe and well before leaving the premises and abandoning the visit.
- A Care Professional will always check your home is secure before leaving after a visit.

### Gifts, gratuities and bequests

Home Instead recognises that clients will build a positive relationship with their Care Professionals and that they may from time to time wish to mark this with a personal gift. Similarly, the Care Professional might be one of the few people they are in contact with regularly and as such want to remember them in their will. It is important that safeguards are put in place to protect both the client and the employee.

The policy of Home Instead is for all employees, regardless of role to politely refuse to accept gifts or gratuities, or to be involved in the preparation of wills.

Please respect our policy by not asking your Care Professional or other staff to accept a gift.

### Handling Money

Home Instead does not provide support to clients to manage their financial affairs (we can signpost you to services that can help with this if needed), however there is likely to be a requirement for Care Professionals to support you with routine financial transactions or to make purchases as part of the care and support service.

Home Instead recognises the importance of your safety and security and aims to ensure that where a Care Professional is required to handle your money you and your family have confidence in the service to do so appropriately.

- A Care Professional can only help you with paying bills or buying shopping if it is noted in your Care Plan. If you want your Care Professional to do something which is not within the Care Plan please contact the office in advance.
- Care Professionals cannot undertake financial transactions on your behalf using credit / debit cards without you being present.
- When carrying out a financial transaction on your behalf a Care Professional will always check with you your understanding of what is intended and that you are in agreement.
- Details of all financial transactions will be recorded in the digital Activity Log.

### Health, Safety and Welfare

Home Instead recognises the legal obligations under Health and Safety legislation and in fulfilling its duties to clients (and others who might be affected by its activities) aims to provide a work environment that is free of work-related accidents or ill-health. Having a positive and appropriate response to minimise any risks is part of ensuring a high standard of care.

- The Care Manager will carry out a risk assessment when they undertake their Care Consultation. They will look at all aspects of risk.
- If something is identified that might pose a risk to you or to Home Instead staff they will talk about this with you and your representatives and try to put in something in place or take actions to reduce the risks involved.
- Helping you to be safe is an important part of providing you with a quality service, however, this will be balanced with your identified personal outcomes, choice, and control.
- If an accident or incident does occur whilst you are receiving a service from us, this will be reported to the Registered Manager. Each incident is investigated to identify the cause and take steps to prevent future occurrence. There are specific procedures in place to deal with accidents or incidents of a serious nature.
- We have detailed policies and procedures on matters such as infection control, managing challenging behaviour and food safety.

### Medication Policy and Procedure

Home Instead is devoted to providing the highest-quality care to people in the comfort of their own homes. Ensuring that there are arrangements in place to help clients with their medication in a manner that is safe and meets their needs is key to meeting this objective.

- The Care Manager will ensure that a full assessment of your medication needs is undertaken at the Care Consultation stage and that details of medication type and dosage are recorded in the Care Plan. They will provide you with detailed information on when and how Care Professionals will support you.
- Assistance with medication is provided only in accordance with the Care Plan.
- Care Professionals can support you with prescribed medication by prompting you to take medicines or administering your medicine.
- In some circumstances where they have undertaken additional training, a Care Professional can administer your medication, such as eye, ear or nose drops or via a PEG tube.
- Care Professionals can support you with the application of ointments or lotions.
- Before assisting with medication, the Care Professional will always ask you for your consent.

- In order to make sure there is no interaction between prescribed medication and over the counter medication if you ask us to buy medicine for you or to assist you to take medicines, you have bought yourself we will always ask you if we can check with your prescriber that it is safe beforehand.
- We will keep accurate records with respect to medication.

## Safeguarding

Home Instead is committed to ensuring that clients are safe from harm. We have in place a Safeguarding Policy which sets out in detail how we will respond to allegations or suspicions of abuse.

- All concerns and allegations of abuse will be taken seriously and responded to appropriately - this may require a referral to a social work team or in emergencies and where appropriate, the Police:
- Home Instead has a commitment to safe recruitment, selection, and vetting; Home Instead will ensure that all employees will be subject to a DBS Check and a check against the adults barred list.
- If you tell us or we suspect that you might be experiencing or are at risk of abuse, we will take account of your views and wishes before we take the matter further, we will make sure that any support and protection is based on your consent and we will support you to develop strategies to keep yourself safe;
- If there is any doubt over your capacity to make an informed decision on if you need help to be safe from abuse then we will take appropriate steps in accordance with our policies to ensure you are safe from harm.

## **Main terms and conditions of service**

### Charges for Private Clients

The hourly rate will be agreed in advance of any services being provided and be included in your Service Agreement.

All rates are inclusive of National Insurance Contributions, commission, and all other costs unless agreed in writing as an addition to the Service Agreement. Charges may be subject to review and variations will be notified to you in writing at least 30 days prior to any variation being made.

### Bank Holiday and Public Holidays

All Public and Bank Holidays will be charged at twice the normal hourly rate. In addition to Bank Holidays and Public Holidays the Bank Holiday rates will also apply to the Saturday and Sunday of Easter weekend, the 24<sup>th</sup> of December after 17:00 hours. Where Christmas and New Year holidays fall on or immediately prior to/after a weekend, Home Instead will advise you of the rate applicable.

Home Instead will observe the following public holidays:-

- New Year's Day
- Good Friday
- Easter Monday
- May Bank Holiday
- Spring Bank Holiday
- Summer Bank Holiday
- Christmas Day
- Boxing Day

## Record of Attendance

Visits can be record electronically, this requires the Care Professional to log in upon arrival and log out upon departure, which may involve using your telephone

It is in your interest to ensure the Care Professional logs in at each visit, in order to aid correct invoicing to take place.

### Accommodation and Meals

Where Care Professionals are providing extensive care, (minimum 6 hour continuous shift), over normal mealtimes or 24 hour care packages including Live-In services, you are requested to allow them the use of your kitchen facilities for the preparation of food and drink.

### Payment

Payment for services provided will be itemised on a Home Instead invoice which is issued on a monthly basis. Each visit will be listed along with the individual charge for the visit. Fees are due for payment within 10 days of the date of our invoice. Home Instead reserves the right to require a deposit of an amount to be agreed as security against final payment. Payment must not be given to the Care Professional unless authorised in writing by the company. All payments should be forwarded directly to Home Instead.

### Penalty for Late Payment

If no payment is received within 10 days of the date of invoice, and unless Home Instead has specifically agreed to different terms, interest on outstanding balances will be charged at a rate of 18% per month.

### Travel Expenses

You will not be charged for any expenses incurred by our Care Professionals for traveling to your home unless this is required as part of your service agreement. However, where it is necessary for a Care Professional to use their own car or public transport to fulfil an errand or transport you to an appointment, an allowance at the rate as detailed on your service agreement will be added to the amount payable on the monthly invoices. Any other expenses incurred by a Care Professional as a result of a request by you during the course of their work with you will be added to your monthly invoice.

### Equipment

Home Instead will provide appropriate equipment as required by the Care Professional to fulfil their duties. However, it is the responsibility of the client to ensure all other necessary equipment such as hoists, commode or bath seats are available. It is also the responsibility of the client to maintain such equipment in good working order.

### Equality and Diversity

Home Instead is committed to ensuring individuals are treated with dignity and respect and in doing so will have due regard to the Equality Act 2010. We will be sensitive to any of your needs arising from any of the protected characteristics: age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

## Cancellation

You can suspend the service for any reason at any time, cancel one-off visits or cancel the entire service in accordance with the terms set out in the Service Agreement. Each case will be considered individually, as we do appreciate that at times, you may not be able to give the required notice.

In the event that Home Instead is unable to continue to provide a service to you, it will cease to do so in a manner in accordance with the Service Agreement.

Home Instead also reserves the right to withdraw services from you if there is an identified risk to Care Professionals. This is not undertaken lightly and will only be exercised when all other avenues for resolving the problem have been attempted. However, it is recognised that Home Instead has ultimate responsibility for safeguarding the health and safety of its staff.

Should Home Instead wish to cancel the supply of a particular Care Professional to you, we would notify you as soon as the decision is made and make arrangements to introduce a new Care Professional to you.

Should you wish to discuss having an alternative Care Professional, you should contact the Care Manager at the earliest possible opportunity. The Care Manager will arrange to visit you to discuss and agree to the transitional process. From there, every effort will be made to introduce a suitable alternative Care Professional to you within an agreed timescale.

## Other Aspects of your Agreement with Us

- Home Instead incurs significant expenses in recruiting and training its Care Professionals, therefore cannot allow direct employment of any Care Professional placed with a client for the term of its service provision, and a period of six months after the termination of services. A breach of this understanding will incur a placement fee of £1,000 or two months service fees, whichever is the greater.
- You will be asked to give details of your next of kin or any person you wish to act as your representative.
- The Care Plan will detail the specific care and support activities that Home Instead will provide to you on the days when you require services. This will also include the starting time and duration of calls required.
- You will be responsible for the provision of all cleaning materials and equipment to be used to undertake housework.

## **Insurance**

Home Instead holds insurance cover provided by Markel Care.

Insurance cover includes:

- Public/Products Liability Including Malpractice & Treatment Risks £10,000.
- Private Liability £5,000.
- Employers liability £10, 000.

## **Hours of operation**

The Home Instead office is open from Monday to Friday 8am-4pm. Hours of service provision is as agreed in your Care Plan.

## **Urgent and out of hours contact**

In the event of an urgent need or to contact us out of normal office hours please telephone 01553 387967 . Your call will be automatically forwarded to the out of hour's team. This service is intended for enquiries which cannot wait until usual office hours such as:

- If you need to cancel a service at short notice, such as calling the evening before to cancel an early morning visit.
- Your Care Professional is more than 20 minutes late for a visit without calling you to notify you of a delay.
- You are concerned and wish to verify a caller is from Home Instead.

Please note this is for urgent and out of hour's enquiries regarding your Home Instead service only. It is not intended for personal emergencies such as being unwell or unsafe. In such circumstances, you should call your GP, an Ambulance or the Police as appropriate, as calling us might delay the arrival of assistance.

## Directory of useful addresses

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| <p><b>Home Instead National Office</b></p> <p>Home Instead<br/>Unit 2<br/>Walnut Tree Business Centre<br/>Walnut Tree Farm<br/>Northwich Road<br/>Lower Stretton<br/>Warrington<br/>WA4 4PG</p> <p>Telephone: 01952 730273<br/>Email: <a href="mailto:info@homeinstead.co.uk">info@homeinstead.co.uk</a><br/><a href="http://www.homeinstead.co.uk">www.homeinstead.co.uk</a></p> | <p><b>Care Quality Commission</b></p> <p>National Customer Service Centre<br/>Citygate<br/>Gallowgate<br/>Newcastle upon Tyne<br/>NE1 4PA</p> <p><b>Telephone: 03000 616161</b></p> <p>Email: <a href="mailto:enquiries@cac.org.uk">enquiries@cac.org.uk</a></p> |
| <p><b>Social Services Department</b></p> <p>Norfolk County Council</p> <p>Telephone: 0344 800 8020<br/>Website: <a href="http://www.norfolk.gov.uk">www.norfolk.gov.uk</a></p>  | <p><b>NHS 111 Service:</b></p> <p>Non-emergency number 111</p>   |

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| <p><b>Health &amp; Care Professions Council (HCPC)</b></p> <p>Park House</p> <p>184-186 Kennington Park Road</p> <p>London</p> <p>SE11 4BU</p> <p><b>Telephone: 0300 500 6184</b></p> <p><a href="http://www.hcpc-uk.org">www.hcpc-uk.org</a></p> |  |
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## Complaints Procedure

Home Instead recognises that feedback from clients, their families, and others is essential to monitor the quality and effectiveness of our services. Home Instead welcomes and encourages all clients to comment on our services, complement the organisation when things are particularly good and tell us where things have not gone so well.

It will do this by:

- Ensuring that all clients and families are aware of the Complaints policy and have enough information to make comments, compliments, and complaints, including how to raise a concern through the Care Quality Commission or the Local Government & Social Care Ombudsman.
- Ensuring that clients are provided with support to make comments, compliments, and complaints if needed.
- Take all comments and complaints seriously, and treat all feedback as a positive process leading to improvements in service.
- Investigating complaints thoroughly and reporting the outcomes back to complainants within a timely manner.
- Keeping records of all comments, compliments, and complaints and periodically reviewing any trends.
- Implement any service changes or improvements arising out of comments, compliments or complaints in a timely manner.

If you need to make a complaint please raise this in the first instance verbally with the most appropriate staff member at Home Instead. The person taking the complaint will ensure the matter is reported to the Registered Manager for investigation, who will respond to you as soon as possible. If you wish you can raise the matter immediately with the Registered Manager either verbally or in writing. In either case, the Registered Manager will provide you with a copy of the Home Instead Complaints Policy, and will offer you any support necessary to enable you to make a complaint. This might include referral to an advocacy service.

Care Quality Commission welcome your concerns, comments, and compliments about services they regulate. However, they are legally unable to investigate complaints or resolve disputes with providers and recommend that you contact us in the first instance.

If you are dissatisfied with the way your complaint is dealt with or with the outcome of the investigation, you have the right to appeal. If this situation occurs, you can telephone or write to the Managing Director of Home Instead:

Tom McEwan  
66 High Street, Kings Lynn, PE30 1AY  
[admin@hieast.co.uk](mailto:admin@hieast.co.uk)  
01553 387967

If you remain dissatisfied with the response, Care Quality Commission may consider the issues during their inspection.

You can also contact the Local Government and Social Care Ombudsman [www.lgo.org.uk](http://www.lgo.org.uk) or by telephone 0300 500 6184