

Service Users Guide

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Bonneville Healthcare Services Limited



Service Users Guide

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1. About Our Service

This guide will provide you with an overview of Bonneville Healthcare Services Limited and how we will support you in maintaining your independence in your own home.

We are committed to helping you maintain your independence and quality of life in the comfort and familiarity of your own home. Our experienced staff provides compassionate, professional care tailored to your needs, preferences and cultural background.

Bonneville Healthcare Services Limited delivers care services to those who need a little help around the home. We provide quality care services at competitive rates.

We are committed to providing our clients with experienced and reliable carers. We recognise cultural beliefs, attitudes and health practices of different ethnic communities and highlight matters of cultural sensitivity.

Individual care plans will be provided taking into consideration your wishes, feelings and choice, which will be regularly reviewed to make any changes required and contain all the relevant information the care team needs to know in order to meet your individual needs, with records kept by yourself and Bonneville Healthcare Services Limited.

Our services are specifically designed for adults who need assistance with personal care in their own home, require support with daily living activities while wanting to maintain their independence, or who are returning home from hospital and need transitional support during their recovery.

Whether you need continuous support throughout the day and night or just a little extra help around the house, our flexible service options can be tailored to meet your specific requirements and can be adjusted as your needs change over time.

Responsibilities of Bonneville Healthcare Services Limited

We aim to:

- Provide the highest quality of care to our service users, their families or representatives.
- Place the service user first at all times.
- Be courteous, polite and empathic in all of our affairs.
- Safeguard service users and protect staff from harm or abuse.
- Deliver services that fully reflect the needs, wishes and preferences of our service users.
- Promote and support the independence of our service users
- Provide a service that is professional and trustworthy.
- Regularly assess and monitor the quality of care provided to ensure compliance with best practices and regulatory standards.
- Uphold high standards of infection control and implement necessary precautions when required.
- Work collaboratively with healthcare professionals, discharge teams, and occupational therapists to provide integrated care.
- Continually improve and develop the quality of staff and best practices by robust recruitment and selection policies and training and development of staff.
- Involve and listen to service users, families and representatives.
- Promote an ethos of values that respect the diverse and cultural differences of our staff, service users and the community

What you can expect from us:

- To be treated with respect, dignity, and compassion at all times.
- To receive care that is tailored to your personal needs, preferences, and cultural background.
- To be supported in maintaining your independence for as long as possible.
- To be involved in decisions about your care and to have your choices and opinions respected.

- To receive clear and transparent communication regarding your care plan and any changes to services.
- To be provided with reliable, professional, and friendly carers who genuinely care about your welfare.
- To have access to an open complaints and feedback process, ensuring that any concerns are addressed promptly.
- To be supported not just physically, but emotionally and socially, recognising the importance of companionship and mental well-being.
- To benefit from a company ethos that values inclusivity, empathy, and continuous improvement in service quality.

2. Services We Provide

Bonneville Healthcare Services Limited is registered with the Care Quality Commission to provide personal care services, and our comprehensive range of support encompasses all aspects of daily living that you may find challenging or prefer to have assistance with.

We provide a service which is tailored to your needs, whether you need continuous support or just a little extra help around the house. Our support services include:

- Personal care to include washing, dressing, bathing, toileting.
- Domestic duties to include washing up, cleaning, laundry etc.
- Maintenance duties to include shopping, food prep, and pension collection.
- Social duties include engaging with clients, enabling, motivating, and forming friendships.
- Monitoring duties to include health-related activities, recording tasks undertaken appropriately.
- Medication support to include prompting and assistance with prescribed medications

Personal Care

Designed to support you with your everyday activities, our personal care service is tailored to your individual needs, including help with your morning and evening routines, bathing, dressing, continence care, medication prompts and meal preparation. Again we are mindful of cultural sensitivities and will work closely with you to address any issues that may arise.

Specialist Care Options

You can either choose one of the options below or combine more than one to get the necessary level of care that you require:

Daily visits - From one hour through to a full day, we can offer support with all aspects of daily living.

24-hour care - Our carers can visit your home on a rota basis during the day and night, covering the whole 24-hour period, ensuring that your needs are attended to 24 hours per day.

Live-in care - Our live-in care service provides you with continuity of care from a highly experienced carer who will live in your home and provide you with up to 12 hours of one-to-one bespoke care per day. While also allowing you maintain a high level of independence within your familiar surroundings.

Considerations for your home - We understand that having someone share your home can be a very personal matter. For this reason, we ensure that all of our live-in care staff are fully briefed on your expectations and personal preferences, appropriate dress, religious beliefs and cultural sensitivities.

Your carer will require their own bedroom and provision for meals. They will, however, provide all of their own personal items.

Night Care - This service is available in two formats, depending on your specific requirements.

Our sleeping night service is designed for those who may only require a limited amount of care throughout the night while having peace of mind that someone is present and available if needed.

For those with greater care needs requiring substantial support during nighttime hours, our waking night service provides a care worker who remains awake and alert throughout the night.

Social Companionship - Our social companionship service is most suited to those who are reassured by having someone there with them. Whether you require help with household chores or just someone to sit, chat and read with you, Bonneville Healthcare Services Limited can help.

Community Access Support enables you to attend medical appointments, social activities, or visit friends and family, either by accompanying you to provide reassurance and practical assistance or by helping you prepare for independent outings.

Hospital to Home - Returning home after a stay in a hospital can seem quite daunting. Our hospital-to-home service eases this transition and supports you as you settle back into your familiar surroundings. Whether a high level of care is required, or just some assistance with daily activities, Bonneville Healthcare Services Limited can support you from the moment you are discharged from hospital. We work in partnership with Discharge Teams and Occupational Therapists, ensuring optimum recovery is achieved.

Holiday Care - We know that there is nothing quite like a holiday to recharge your batteries. Just because you need regular care doesn't mean that you should have to go without a break.

As part of our UK and overseas holiday care service, a Bonneville Healthcare Services Limited healthcare assistant/carer can accompany you on your break, allowing you and your family to relax, safe in the knowledge that you are getting the personal attention and support that you need to get the most out of your holiday.

Our services can be combined to provide you with your required level of support. Individual guides are available for each of our services.

3. Services We Do Not Provide

To ensure complete clarity about our service boundaries and to help you understand what support you may need to arrange elsewhere, it is important to explain the services that fall outside our scope of practice and registration.

Medical/Nursing services

We do not provide medical services that require clinical nursing qualifications, such as clinical nursing procedures including injections, wound dressing, catheter care, or any medical interventions that qualified healthcare professionals must perform.

Domestic Services Outside Our Scope

Our domestic services have clear boundaries to ensure we focus on care-related activities rather than general household maintenance. We do not provide heavy cleaning, decorating, or maintenance work that would typically be carried out by specialised tradespeople or professional cleaning services.

Gardening and outdoor maintenance work fall outside our scope of practice, as do pet care services, since our focus remains on providing personal care and support to our service users rather than extending to care of animals or garden maintenance.

Other Service Limitations

We cannot provide childcare or any services to anyone under 18 years of age, as our registration and expertise are specifically focused on adult care services, and different regulations, training requirements, and safeguarding procedures apply to services for children and young people.

Financial Services

Financial services are strictly outside our remit, which means we cannot act as power of attorney or financial representative, manage your finances, or make financial decisions on your behalf, though we can assist with practical tasks such as accompanying you to the bank or helping you organise your paperwork under appropriate supervision.

Accommodation Services/Residential care

We do not provide accommodation services or residential care, as our registration covers domiciliary care only, meaning we support you to live independently in your own home rather than providing residential accommodation.

4. Accessing our Services

We have a dedicated Home Care team who will support you every step of the way from your initial enquiry through to the delivery of your care. Our Home Care team have in-depth knowledge and experience in advising, coordinating and delivering Home Care packages and are able to advise you on the most suitable care service to meet your specific requirements.

We offer personal, individually tailored & culturally appropriate care support packages to help you or the person you care for in the comfort of your own home with trained care workers and support staff.

During the initial discussion phase, our experienced Home Care team will engage in detailed conversations about your specific requirements, taking time to understand not just what care tasks you need help with, but also your preferences about how that care should be delivered, your daily routines, and any concerns or expectations you have about receiving care services.

We will provide comprehensive explanations of all the services we can offer, helping you understand which options might be most suitable for your situation and explaining how different services can be combined to create a care package that meets all your needs effectively. Initial cost estimates will be provided based on the information you share with us, giving you a realistic idea of the financial investment involved.

The pathway below highlights the key stages that Bonneville Healthcare Services Limited follows in order to provide you with a truly bespoke and high-quality care service.

- Our specialist Home Care team receives your enquiry. We will discuss your requirements and provide information on the services that we can offer you, as well as an outline of costs.
- We will arrange for a Bonneville Healthcare Services Limited Assessor to visit your home at a time that is convenient for you and allows adequate time for thorough discussion and evaluation. During this visit they will undertake a care and risk assessment that examines all aspects of your support needs.
- Following the assessment, a comprehensive care plan will be created. This plan will detail exactly what care and support you will receive, when it will be provided, and how it will be delivered in a way that respects your preferences and maintains your dignity and independence.
- We will identify suitable care workers from our team who have the appropriate skills, experience, and personal qualities to meet your needs effectively. Introductions will be arranged between you and your proposed care team, giving you the opportunity to meet the people who will be supporting you and ensuring you feel comfortable with them before services begin. If any additional training is required this will also be coordinated.
- Your service commences. Service commencement involves completing all final documentation including service agreements and consent forms, ensuring that all legal and regulatory requirements are met and that both you and we are clear about our respective responsibilities and expectations.

****We understand that in a crisis situation you need us to react quickly to allow a care package to start immediately. In such circumstances, we will simplify our service delivery process and carry out an immediate assessment in order to facilitate a faster response.**

How to Contact Us

The journey begins when you contact us through any of our accessible communication channels, including:

- Telephone calls to 01934289858 during our office hours of Monday to Friday from 8:00am to 6:00pm.
- Our out of hour telephone line is 07303053516.
- Email correspondence to info@bonnevillehealthcare.co.uk which we monitor regularly throughout working days and weekends.
- or visiting our website at www.bonnevillehealthcare.co.uk where you can find detailed information about our services and submit enquiry forms.

You can also visit our office in person at, Office 45 137, Pure Offices Pastures Avenue, St. Georges, Weston-super-mare, Avon, United Kingdom, BS22 7SB where our staff can meet with you face-to-face to discuss your requirements.

5. Delivery of Service

After completion of the care planning process, we will ensure that all documentation is agreed and signed by all parties in accordance with the company policies and procedures. A contract will be issued. On commencement of the service, the Service User will be kept fully informed of who will deliver the service e.g. key worker, regular care worker or via a schedule of visits.

To raise a question about the way your care will be planned or to request a copy of the company's care planning policy, please contact us at 01934289858 or email us at info@bonnevillehealthcare.co.uk.

Bonneville Healthcare Services Limited seeks to maintain and promote the independence of the individual and regards itself as an enabling rather than a doing provider. We strive to work with service users, their families or their representatives in order to deliver a tailored and individual service.

It is important that service users and their families or their representatives engage with us in the promotion of self-care and independence of the Service User. We encourage our service users to recognise and build upon their strengths, while we provide support in areas where assistance is needed to maintain safety, wellbeing and quality of life. Your participation in how your care is being delivered will start with the initial assessment, the renewal plans and you can always speak to us on 01934289858 or email us at info@bonnevillehealthcare.co.uk.

6. Security and Access

Arriving at your home

Our approach to security and access to your home is founded on respect for your privacy, dignity, and right to feel safe and secure in your own environment, while ensuring that our care workers can provide the support you need effectively and safely.

Prior to entering the premises of a service user, care workers will knock, speak through the door, and wait to be given entry unless they have been provided with keys or access codes and prior permission to enter. (Where entering with keys is the standard and routine procedure, this will be entered on the Service User's Personal Care Plan.) Staff are required to carry and display ID badges at all times, and service users are encouraged to use door chains and verify identity before allowing access.

Alternative Entry Arrangements are developed for service users who have hearing difficulties or other communication challenges that might make the standard entry procedure difficult. These arrangements are agreed during the assessment process and clearly documented in your care plan to ensure consistency and safety.

Special communication methods might include visual signals, vibrating alert systems, or specific knock patterns that you can recognise, while clear procedures are established for gaining safe entry in a way that maintains your dignity and security.

Emergency Entry Procedures: Entry without permission is only acceptable in a clear emergency or where there are concerns regarding the service user's safety. If the carer is unable to get the service user's attention and suspects that something may be wrong, they are advised to contact the Registered Manager immediately for guidance. The carer may be advised to:

- Look around the building
- Knock or bang at windows
- Speak to neighbours
- In the intervening period, the registered manager will consult service user files and contact the Next of Kin as designated
- Each service user will have a time limit by which if access cannot be gained, assistance from emergency services (Police) must be sought. This time limit should not exceed 90 minutes. However, it may be reduced if medications or medical conditions make it necessary.

Key-holding arrangements

If it is decided that the carer should hold a copy of the service user's key, the permission of the service user or their relatives should be obtained in writing, and a suitable entry should be made to the service user's care plan. Key holding should never be undertaken without the express permission of the line manager or supervisor or without an entry being made to the service user plan.

Staff who hold keys for service users will label the key with a code, never with the name and address of the service user, in case the key gets lost. Staff will inform their line manager immediately in cases of the loss or theft of keys. Staff should never agree to leave a key outside a house, in a safe place or on a string by the letterbox.

In the event of there being a key safe installed, Bonneville Healthcare Services Limited will follow all agreed protocols to ensure the safety of the person using the service and their home. These include the following.

- Staff needing the key will be given the code number of the key safe.
- They are instructed never to give the code to any third party or the name and address of the person living there or of their home.
- They will use the key only to gain access and to leave the house after their work there.
- They will ensure the code does not appear after leaving the premises.

Bonneville Healthcare Services Limited will report any concerns about key safe use to the telehealth authority or equivalent responsible for key safe security and will participate in any review of its use. It will repeat its security procedures when codes are changed and when different staff need the code.

7. Contractual Terms

Upon commencement of service, we will provide comprehensive documentation that clearly outlines the legal practical framework within which our care relationship operates, ensuring that both you and the service understand our respective rights, responsibilities and expectations throughout the duration of our professional relationship.

Charges for services purchased by the Local Authority

All services delivered by a member of Bonneville Healthcare Services Limited will be chargeable. Fees are reviewed regularly and any changes will be communicated to you in writing. All payments must be made directly to Bonneville Healthcare Services Limited, under no circumstances should payments be made to individual team members.

Privately Arranged Support

If you wish to request additional support beyond your current care package, please contact Bonneville Healthcare Services Limited's office directly.

If your care is being provided through the Local Authority, please speak with your Social Worker or local authority contact first.

Staff members are not permitted to accept or undertake any private work without prior authorisation from Bonneville Healthcare Services Limited's office. All staff are made aware of the potential risks to themselves and service users when offering additional support informally or outside their contracted role.

Bonneville Healthcare Services Limited reserves the right to take disciplinary action against any team member found to be engaging in an inappropriate relationship with service users within or outside of their employment contract.

Payment

Payment for services will be itemised on an invoice and issued on a monthly basis. Each invoice will detail the dates, times and associated charges for all visits undertaken. All fees are due for payment within 14 days of receipt of the invoice. Cash payments must not be given to care staff, all payments should be forwarded to Bonneville Healthcare Services Limited's management team.

Please note: Bonneville Healthcare Services Limited reserves the right to review and amend its charges at any time. Should this occur, you will be provided with at least two weeks written notice of any changes. Cost implications of any service changes will be discussed and agreed before implementation, ensuring that you are fully informed about the financial impact of any modifications and can make informed decisions about whether to proceed with proposed changes.

Penalty for Late Payment

If no payment has been received within 14 days after the date of the invoice, unless Bonneville Healthcare Services Limited has agreed on alternative payment terms, a surcharge of 15% will be applied to the outstanding amount. We understand that financial difficulties can sometimes arise and we are willing to discuss payment arrangements in cases of genuine hardship. Any disputes about invoices must be raised within 7 days of receipt, ensuring that billing queries can be resolved promptly.

8. Insurance and Liability

Bonneville Healthcare Services Limited hold full insurance cover by a specialist care insurance company. Protection Coverage includes comprehensive public liability insurance protecting you against any damage or injury that might result from our service provision, professional indemnity insurance covering any professional errors or omissions, and employer's liability insurance ensuring that our staff are properly covered while working in your home.

Clear procedures are established for reporting incidents or damages, ensuring that any problems are documented properly and resolved fairly and promptly.

9. Gifts and the Signing of Legal Documents

Employees of Bonneville Healthcare Services Limited are not permitted to accept any monetary gifts or valuables. Any gift that an employee receives will be officially recorded with details of the date, value, and the recipient's signature. If you choose to gift any items, such as chocolates, these will be shared among the care team.

Additionally, staff cannot be involved in the creation, witnessing, or execution of a service user's will and will decline any role in legal matters related to their estate. If a staff member is unexpectedly named in a will, they will declare it to management for review. If no wrongdoing is found, the bequest may be accepted.

Staff members are prohibited from giving gifts to service users in order to maintain professional boundaries and avoid any potential conflicts of interest. The primary goal is to ensure a respectful and fair environment for all staff and service users.

10. Infection Control statement

Bonneville Healthcare Services Limited Adheres fully to the Department of Health's Code of Practice on Infection Prevention and Control. The Registered Manager is our designated Infection Prevention and Control lead and is responsible for ensuring ongoing compliance in this particular area. From time to time infection incidents occur such as localised outbreaks of Norovirus or diarrhoea and vomiting which mean the imposition of safeguards to prevent further infection will need to be put into place. Where appropriate, service users, their families or representatives will be involved in any such discussions or arrangements in order to assist in controlling the further spread of infection.

Bonneville Healthcare Services Limited will provide all necessary PPE equipment, such as gloves and aprons, required to safely carry out agreed care activities.

11. Safeguarding Statement

At Bonneville Healthcare Services Limited, safeguarding and the protection of service users are fundamental to the care that we provide. We are committed to ensuring the safety and well-being of all individuals who use our service.

Concerns may arise that require action within a safeguarding framework. When this happens, Bonneville Healthcare Services Limited will work closely with multi-agency partners, service users, and staff in any necessary investigation.

The Registered Manager of Bonneville Healthcare Services Limited is the Safeguarding Officer and has Lead Responsibility and Accountability for ensuring that all operations are carried out in compliance with the safeguarding policies and that any concerns that arise are dealt with in accordance with the reporting procedures outlined in the company's safeguarding policies.

To raise a safeguarding issue or to request a copy of the Safeguarding Policies, please contact us at 01934289858 or email us at info@bonnevillehealthcare.co.uk.

Key Contacts

The Local Authority Safeguarding Team can be contacted using the following contact details:

Name: North Somerset Safeguarding Adults Board

Address: Walliscote Grv Rd, Weston-super-Mare BS23 1UJ

Telephone: 01275 888 801

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Email: care.connect@n-somerset.gov.uk

Out of hour: 01454 615

Emergency Services - 999

Non-Emergency Medical Advice - 111

The Care Quality Commission can be contacted using:

- The online form: www.cqc.org.uk/share-your-experience-finder,
- Email: enquiries@cqc.org.uk
- Or telephone: 03000 616161:

For more information, visit: www.cqc.org.uk/contact-us/report-concern/report-concern-if-you-are-member-public

OTHER LOCAL AUTHORITY CONTACT DETAILS

For South Gloucestershire Council

Name: South Gloucestershire Safeguarding Adults Board

Address: The Patchway Hub, Rodway Road, Patchway, Bristol, BS34 5PE

Main Telephone: 01454 868 007
Out of hours: 01454 615 165
Email: sgsab@southglos.gov.uk
Website: <https://sites.southglos.gov.uk/safeguarding/>

For Bristol City Council

Name: Care Direct
Address: The Old Council House, Corn Street, Bristol, BS1 1JG
Main Telephone: 0117 922 2700
Out of hours: 01454 615 165
Email: adult.care@bristol.gov.uk

How to Contact Us

You will be able to contact us 7 days a week on the following numbers:

Office Hours: Monday to Friday (8:00am - 6:00pm) - 01934289858

Evenings and Weekends - 07303053516, 07946723993

Emergency (6:00pm - 10:30pm) - 07303053516

Email - mulako@bonnevillehealthcare.co.uk

Website - www.bonnevillehealthcare.co.uk

12. Complaints Statement

At Bonneville Healthcare Services Limited, we value all feedback, both compliments and complaints, as essential to continuous improvement and delivering high-quality care. We encourage service users to share their experiences, as this helps us recognise what we're doing well and identify areas for development.

Where possible, we recommend raising any concerns informally at first, by speaking directly with your care worker, contacting their supervisor, calling our office on 01934289858, or emailing us at as many issues can be resolved quickly and amicably through open communication.

However, if informal resolution is not appropriate or unsuccessful, we also have a clear formal complaints process in place. Formal complaints should be submitted in writing (via letter, email, or our complaint form) and include relevant details such as dates, staff names, and the nature of the concern, along with your desired outcome. We will acknowledge your complaint within two working days and conduct a thorough investigation led by senior management, which may involve staff interviews and evidence gathering. You may be contacted during the process for further clarification. Our aim is to provide a full written response within twenty working days, outlining our findings and any actions to be taken.

A copy of the complaints policy and the safeguarding policy is available to all on request, and can also be found on our website at www.bonnevillehealthcare.co.uk.

13. Quality Statement

Our commitment to excellence is demonstrated through comprehensive quality assurance systems that continuously monitor, evaluate, and improve all aspects of our service delivery, ensuring that the care you receive consistently meets the highest standards and continues to evolve in response to your changing needs, advancing best practices, and feedback from service users, families, and care professionals.

By interrogating the data we are able to present this in a way that evidences our compliance. Bonneville Healthcare Services Limited is aware of the difficulty of engaging service users in quality monitoring and will seek with them to develop more initiative and user-friendly ways of measuring quality. All quality reports are available to service users, their families or representatives on request and in a format suitable for their needs.

We will use a number of methods to monitor our performance and gather feedback on the service we provide which includes the following;

- Questionnaires will be given to families and Service Users where appropriate for them to provide feedback on their experiences of working with Bonneville Healthcare Services Limited.
- Annual stake holder's feedback survey: Bonneville Healthcare Services Limited will complete an annual stakeholder feedback survey . This will consult our stakeholders where appropriate in order to form a detailed picture of how our service is performing and what challenges and opportunities we face as a business. The survey will also look at what areas we can focus on to improve the service we provide. In addition to these methods, Bonneville Healthcare Services Limited will keep stakeholders informed of the care package we are providing, so they can freely communicate their views with us and gain feedback about the service they are receiving and how this can be reviewed.
- Every member of our Staff Team is expected to demonstrate a total commitment to quality and quality improvement in every aspect of their working day.

Our dedicated Management Team will also undertake a quality control check on all our Care Team. This will also involve them visiting and assessing our Care Team on duty to monitor the support we deliver. If this visit is planned to take place in your home, we will contact you to discuss this and seek your consent.

To speak with us about Quality Assurance or to request a copy of our Quality Assurance Policy contact us on 01934289858 or email us at .

14. Provider Structure

Company Director			
Nominated Individual			
Registered Manager			
Care Co-ordinator		Senior Care Worker	
Care Worker	Care Worker	Care Worker	Care Worker

