



# Rachel Cares Ltd

## CLIENT GUIDE

(Regulated by Care Inspectorate Wales)

### Welcome to Rachel Cares

This guide provides information about the services we offer and how we support you to remain independent in your own home.

This document is available in alternative formats (e.g. large print) upon request.

Rachel Cares is a privately owned domiciliary care service based in Ton Kenfig. We provide personal and practical support to adults aged 18+ across. We cover geographical area of Porthcawl.

Rachel Cares is regulated by Care Inspectorate Wales (CIW). Inspection reports are available from our office, on our website and on the CIW website.

Our service operates 24 hours a day, 365 days a year.

**Office hours:** Monday–Friday, 9am–5pm  
Emergency contact is available outside these hours.

### Contact Details

Rachel Cares Ltd, Pool Farm, Ton Kenfig, CF33 4PT

Office: 01656 532688

Mobile:– 07426 989935

Email: [rachelcaresagency@gmail.com](mailto:rachelcaresagency@gmail.com)

Website: <https://www.rachelcares.co.uk>

### **Rachel Cares Purpose**

Our purpose is to deliver high-quality, person-centred care that is tailored to your individual needs, preferences and routines.

We want you to feel:

- Safe
- Valued
- Listened to
- In control of your care

We work in partnership with you, your family and other professionals to ensure your care is delivered in the way you want.

### **Aims and Objectives**

Our aim is to provide a high-quality, personalised service that enables individuals to remain in the comfort and security of their own home, supported by caring and professional staff.

Objectives:

- We are committed to delivering care that promotes dignity, privacy, independence and choice, while recognising and respecting each person's individuality and personal preferences.
- We support our care workers to have the knowledge, skills and experience needed to meet people's health and wellbeing needs, and we aim to provide continuity of care through regular, named carers wherever possible.
- We work in partnership with clients and their families or representatives to provide a coordinated and reliable service that supports independence and allows people to remain in control of their care.
- Our service is designed to be flexible and responsive so that support can be adapted as needs and circumstances change.
- Safeguarding is central to everything we do. We are committed to protecting clients from harm and ensuring that all care is delivered safely and to a high standard.
- We recognise and respect cultural, ethnic, religious, sexual and emotional diversity and are committed to promoting equality and inclusive practice.
- We regularly monitor and review the quality of our service to ensure that care is delivered in line with agreed Care Plans and that people receive the support they need.
- Clients and their families are provided with clear information about how to raise concerns, make complaints or give compliments, and their feedback is used to improve the service.

### **Mission Statement**

Helping you to remain safe, independent and supported in your own home through compassionate, reliable and person-centred care.

## **Philosophy of Care**

You are at the centre of everything we do.

We will:

- Involve you in decisions about your care
- Respect your choices, culture and routines
- Support your independence
- Maintain your dignity and privacy
- Encourage you to do as much as you can for yourself

Good care is built on trust, consistency and kindness.

## **Personal Care Services**

We can support you with:

- Washing, bathing and grooming
- Dressing and undressing
- Toileting support
- Medication assistance (as agreed in your Care Plan)
- Meal preparation and drinks
- Monitoring nutrition and fluids where required
- Mobility and moving safely
- Basic stoma and catheter bag care
- Respite and end-of-life care

All personal care is provided in line with your Care Plan and risk assessment.

## **Domestic Care Tasks**

We can assist with:

- Laundry and changing bedding
- Light household tasks
- Shopping and collecting prescriptions
- Help with correspondence

## **Companionship**

We can support you to:

- Attend appointments
- Go out into the community
- Visit friends and family
- Take part in social activities

Maintaining social contact is important for wellbeing.

### **Tasks Care Workers Do Not Undertake**

Care workers do not carry out clinical tasks that require specialist healthcare professionals, such as:

- Changing urinary catheters
- Administering injections
- Tracheostomy care
- Changing sterile dressings
- Toe and nail cutting
- Ear syringing
- Lifting from floor unaided
- Administering rectal medication

If this support is required, we will help you access the appropriate health services.

### **Accessing Other Services**

We can help you to contact and attend:

- GP, dentist or optician
- Pharmacist
- Advocacy services
- Other health or community services

We will work with other professionals involved in your care to ensure a coordinated approach.

### **Planning Your Care**

Before care begins, we will visit you to complete an assessment of your needs.

This will include:

- Your daily routines
- The support you would like
- Any risks and how these can be managed safely

A personalised Care Plan and risk assessment will be developed with you and, where appropriate, your family or representative.

Care Plans are reviewed:

- Every three months
- When your needs change
- At your request

Care workers will only provide support that is included in your Care Plan to ensure safe and consistent care.

**Agreeing to Your Service**

Your care will be delivered based on the agreed Care Plan and service agreement.

Care workers are employed by Rachel Cares and cannot undertake private work outside the agency.

Where possible, you will be introduced to your care workers before the service begins.

**Care Plan Reviews**

Your Care Plan is a working document and will be reviewed to ensure it reflects your current needs and preferences.

You and your family or representative will be involved in the review process.

**Access to Records**

You have the right to access your care records. Requests should be made to the office and we will respond within two weeks. Identification will be required to protect your confidentiality.

All records are stored securely in line with data protection regulations.

**Charges**

A list of our fees is available on request.

Invoices are issued monthly and should be paid within 14 days.

We will always explain charges clearly before your care begins.

**Fuel Costs**

If a care worker uses their car to support you in the community, mileage charges may apply. This will be agreed with you in advance and recorded.

**Direct Payments**

If you receive Direct Payments from Social Services, we can work with you to arrange your care.

This gives you more choice and control over how your support is provided.

**Bank Holidays**

Care provided on bank holidays is charged at an enhanced rate.  
Full details are included in your service agreement.

**Cancellations**

If you need to cancel a visit, please inform the office as soon as possible.

Late cancellations may still be charged.

Regular cancellations may result in a review of your service to ensure it meets your needs.

Full details are included in your service agreement.

## **24-Hour Care**

For 24-hour care packages, staff are booked for the full period to ensure continuous support. Charges will be discussed and agreed before the service begins.

## **Withdrawal of Service**

You may end your service by giving one week's written notice.

Rachel Cares may end the service if:

- We are unable to meet your needs safely
- There is a serious risk to staff
- Fees remain unpaid
- Health and safety risks cannot be reduced

We will always try to discuss this with you and give notice wherever possible.

Where appropriate, we will work with you and other professionals to support a safe transition.

Full details are included in your service agreement.

## **Staffing Structure**

Rachel Cares consists of:

- Responsible Individual
- Registered Manager
- Business Manager
- Care Workers

Each role works together to ensure your care is safe, reliable and of a high standard.

## **The Responsible Individual and Registered Manager**

Rachel Cares has a Responsible Individual and a Registered Manager who are accountable for ensuring the service is safe, well managed and compliant with Welsh legislation.

John Young is the Responsible Individual has overall responsibility for the quality and governance of the service. This includes monitoring how the service is delivered, reviewing incidents and complaints, overseeing quality assurance systems and ensuring that Rachel Cares meets the requirements of the Regulation and Inspection of Social Care (Wales) Act 2016. The Responsible Individual also visits the service regularly to speak with clients, staff and families and to review records so that improvements can be identified and implemented.

John has over 30 years' experience in business planning and administration management including HR, finance, and payroll working for Lloyds Bank and Public Services Ombudsman for Wales. Volunteer children's football coach for the last twenty years and Safeguarding Officer for the majority of that time.

Rachel Young, is registered manager of Rachel Cares , is responsible for the day-to-day running of the service. This includes assessing and planning care, supervising and supporting staff, managing risks, responding to safeguarding concerns and ensuring that care is delivered

in line with your Care Plan. Rachel Young is also responsible for making statutory notifications to Care Inspectorate Wales where required.

Rachel is registered with Social Care Wales (SC Wales). Rachel has gained the appropriate qualifications and experience for this role, Level 5 Diploma Leadership for Health and Social Care Services (Adult's Management). Rachel also has a foundation degree in Health and Social Care and BA Hons degree in Social Welfare. 20+ years of experience in domiciliary care, learning disabilities, mental health and supporting housing in a variety of caring and managerial positions.

Together, they ensure that the service is safe, person-centred and continuously improving.

### **Code of Professional Practice**

All staff are required to follow the Social Care Wales Code of Professional Practice, which sets the standards for how care and support must be delivered.

This means staff must:

- Promote your rights, dignity and independence
- Protect your health, safety and wellbeing
- Maintain confidentiality
- Work in a person-centred way
- Be accountable for their practice
- Raise any concerns about poor practice or safeguarding

Staff receive training and supervision to ensure they understand and follow these professional standards. If these standards are not met, this will be addressed through our management and disciplinary procedures.

### **Staff Recruitment, Training and DBS**

All staff:

- Undergo enhanced DBS checks
- Provide suitable references
- Complete an induction programme
- Receive training in safeguarding, medication, infection control, moving and handling, health and safety and first aid

Staff competency is assessed regularly and refresher training is provided.

### **Staff Holidays and Sickness**

We aim to provide regular carers so you can build familiar relationships.

If your usual care worker is on holiday or unwell, a trained replacement will attend. We will inform you in advance wherever possible.

### **Change of Care Worker**

If you would like a change of care worker, you can contact the office and your request will be discussed with the Registered Manager. We will explore the reasons for the request and,

where possible, arrange an alternative care worker who better meets your needs and preferences.

Where a care worker is unable to meet your assessed needs, the Registered Manager will review your Care Plan and consider whether another member of staff would be more suitable. Our aim is to ensure that your care is delivered safely and in a way that you feel comfortable and supported.

If, following review, it is identified that Rachel Cares is no longer able to meet your needs, we will discuss this with you and, where appropriate, support you to access an alternative service. We will work with you, your family and relevant professionals to ensure a planned and safe transition.

Where your care is funded by Social Services, any significant changes to your care package will be discussed with and authorised by your social worker or care manager before being implemented.

### **Time of Visits**

Visit times are agreed with you during the assessment process and are recorded in your Care Plan. While we aim to attend at the agreed times, there may occasionally be slight variations due to factors such as travel, emergencies or changes in the rota. If a significant delay is expected, we will inform you as soon as possible.

Care workers record their arrival and departure times at each visit using the service's monitoring system. This allows the Registered Manager to review visit durations and ensure that the planned care has been delivered.

If you feel that the length or timing of visits does not meet your needs, this will be reviewed as part of your Care Plan to ensure your support remains appropriate.

### **Staff Visiting Your Home**

Care workers will always identify themselves on arrival and will wear appropriate clothing and an identification badge. They will treat you, your home and your belongings with dignity and respect.

Care workers are trained in health and safety and infection prevention and control. They will use personal protective equipment when providing personal care and follow safe working practices to protect both you and themselves.

If you have any specific preferences about how care workers enter your home or carry out their duties, these will be recorded in your Care Plan and respected.

### **Security of Your Home**

Safe access arrangements will be agreed with you.

Care workers will follow agreed access arrangements, including the use of key safes where applicable. Key safe codes and access information are stored securely and only shared with authorised staff.



Care workers will always knock and announce themselves before entering and will ensure your home is secure when leaving, unless you request otherwise.

### **Smoking**

To protect staff health, we ask that you do not smoke during care visits.

Where possible, a smoke-free room should be available.

### **Medication**

Care workers may assist with medication where this is included in your Care Plan and risk assessment.

Medication must be provided in clearly labelled original packaging or in a pharmacy-prepared blister pack.

All medication support is recorded on a Electronic Medication Administration Record (EMAR) chart.

Care workers are trained and assessed as competent before providing medication support.

The overall responsibility for prescribing medication remains with your GP or relevant healthcare professional.

Any concerns about medication will be reported to the office and the appropriate health professional.

### **Financial Transactions**

If we support you with shopping, a written record will be kept and receipts provided.

Care workers are not permitted to:

- Use your bank cards
- Withdraw cash
- Handle large sums of money

This is to protect you and our staff.

### **Gifts and Gratuities**

Small tokens of appreciation may be accepted.

All gifts must be reported to the office and recorded.

### **Signatories to Legal Documents**

Care workers cannot:

- Act as a witness to your will
- Manage your finances as an appointee or attorney
- Sign legal documents on your behalf

## **Insurance**

Rachel Cares holds:

- Public liability insurance
- Employer's liability insurance
- Professional indemnity insurance

We recommend that you have your own home and contents insurance.

## **Safeguarding**

Rachel Cares is committed to protecting you from abuse, neglect or harm.

All staff receive safeguarding training and must report concerns.

If we believe you or another person is at risk, we have a legal duty to share this information with the Local Authority in line with the Social Services and Well-being (Wales) Act 2014.

We will always try to discuss this with you where it is safe to do so.

You can report concerns to:

Rachel Cares 07426989935

Adult Safeguarding Bridgend – 01656 642477

Care Inspectorate Wales – 0300 7900 126

Police – 999 / 101

## **Confidentiality**

Your personal information is kept confidential and stored securely in line with data protection legislation.

Information will only be shared where necessary to protect your safety or wellbeing or where required by law.

## **Diversity and Equal Opportunities**

We are committed to treating everyone fairly and with respect.

Our service is provided regardless of age, disability, gender, race, religion, sexual orientation or cultural background.

Your individual needs and preferences will always be respected.

## **Health and Safety**

Risk assessments are completed before care starts and reviewed regularly.

Care workers follow safe working practices in your home.

If there are any risks that cannot be reduced, we will discuss these with you.

## **Infection Prevention and Control**

### **Complaints, Compliments and Feedback**

A copy of our full Complaints Policy is available from the office on request.

Rachel Cares welcomes and values feedback from clients, their families, friends and the health and social care professionals involved in their support. Your views help us to monitor and improve the quality of our service. We regularly ask for feedback through questionnaires and reviews.

We aim to make it easy for you to raise a concern or make a complaint. Complaints can be made to Rachel or John, who will discuss the issue with you or your representative and work with you to find a solution. Our approach is to resolve concerns quickly, fairly and in a way that is acceptable to you.

You will not be treated differently for making a complaint. All complaints are taken seriously, recorded and investigated. We will normally provide a response within 14 working days. A record of formal complaints is kept and reviewed as part of our quality monitoring, and notifiable complaints are reported to Care Inspectorate Wales (CIW).

If you are not satisfied with our response, you can seek advice or make a complaint to one of the following organisations:

#### **Care Inspectorate Wales (CIW)**

South West Wales Office

Government Buildings, Picton Terrace, Carmarthen, SA31 3BT

Tel: 0300 7900 126

Email: [CIW@gov.wales](mailto:CIW@gov.wales)

Website: [careinspectorate.wales](http://careinspectorate.wales)

#### **Public Services Ombudsman for Wales (PSOW)**

1 Ffordd Yr Hen Gae, Pencoed, CF35 5LJ

Tel: 0300 790 0203

Email: [ask@ombudsman.wales](mailto:ask@ombudsman.wales)

Website: [www.ombudsman.wales](http://www.ombudsman.wales)

#### **Social Services Complaints Team**

Social Services and Wellbeing Directorate

Level 2, Civic Offices, Bridgend, CF31 4WB

Tel: 01656 642253

Email: [social.services@bridgend.gov.uk](mailto:social.services@bridgend.gov.uk)

#### **NHS Patient Feedback Team (ABMU)**

Tel: 01639 683363 / 683316

Email: [ABM.complaints@wales.nhs.uk](mailto:ABM.complaints@wales.nhs.uk)

## **Older People's Commissioner for Wales**

Cambrian Buildings, Mount Stuart Square, Cardiff, CF10 5FL

Tel: 03442 640 670 / 02920 445030

Email: [ask@olderpeoplewales.com](mailto:ask@olderpeoplewales.com)

## **Llais (Citizen Voice Body for Health and Social Care)**

3rd Floor, 33–35 Cathedral Road, Cardiff, CF11 9HB

Tel: 02920 235 558

Email: [enquiries@llaiscymru.org](mailto:enquiries@llaiscymru.org)

## **General Advocacy**

Rachel Cares recognises your right to be involved in decisions about your care and to have your views heard.

If you feel you need support to understand information, express your wishes or take part in decisions, you may wish to have an advocate. An advocate is independent and will support you to ensure your voice is heard and your rights are respected.

Where required, we will help you to access advocacy services and will work in partnership with the Local Authority to arrange an independent professional advocate in line with the Social Services and Well-being (Wales) Act 2014.

This Client Home Care Guide will be reviewed annually

**Reviewed by Rachel Young**

**Date 26/01/2026**

**Next review January 2027**

## **Directory of Services**

**Action on Hearing Loss (Wales)** Care and support for people who are deaf or who have hearing loss

Tel: 02920333034 [www.actiononhearingloss.org.uk](http://www.actiononhearingloss.org.uk)

### **Age Concern**

24 Victoria Avenue, Porthcawl CF36 3HG Tel: 01656 785910

### **Age Connect Morgannwg (Bridgend)**

Tel: 01656669288 [www.acmorgannwg.org.uk](http://www.acmorgannwg.org.uk)

**Alzheimer's Society** Advice and support for people with dementia and their families  
Bridgend Tel: 01656753754 [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

### **Blue Badges Parking concessions for people with severe mobility difficulties**

Bridgend Tel: 01656 643643 [www.bridgend.gov.uk](http://www.bridgend.gov.uk)

### **British Red Cross**

Bridgend Advice and practical help for older people Tel: 01639 643818

### **Care and Repair Advice and assistance for owner-occupiers on repairs, adaptations and maintenance issues**

Bridgend Tel: 01656 646755 [www.careandrepair.org.uk/care-and-repair-agencies/](http://www.careandrepair.org.uk/care-and-repair-agencies/) Bridgend

### **Citizen Advice Body (Lias)**

3rd Floor  
33 - 35 Cathedral Road  
Cardiff  
CF11 9HB  
Tel: 02920 235 558  
Email: [enquiries@llaiscymru.org](mailto:enquiries@llaiscymru.org)

### **Concessionary Travel How to apply for a free bus pass**

Bridgend - 01656 642559 [www.bridgend.gov.uk](http://www.bridgend.gov.uk)

### **Housing Renewals and Adaptations Assistance with home adaptations and Disabled Facilities Grants**

Bridgend - 01656 643442

### **Independent Mental Capacity Advocacy (IMCA)**

Mental Health Matters (MHM) 63, Nolton Street, Bridgend CF31 3AE  
Telephone: 01656 649557 Email: [admin@mhmwales.org.uk](mailto:admin@mhmwales.org.uk)

**NHS Tel:111**

This is the non-emergency number for NHS and out of hours GP.

Call 111 when you need medical help fast but it's not a 999 emergency

**Older Person's Commissioner for Wales**

Cambrian Buildings  
Mount Stuart Square  
Butetown  
Cardiff  
CF10 5FL

**Telephone: 03442 640 670 or 02920 445030**

**Email: [ask@olderpeoplewales.com](mailto:ask@olderpeoplewales.com)**

**Professional Independent Advocate (PIA)**

Mental Health Matters (MHM)

63, Nolton Street

Bridgend

CF31 3AE

Telephone: 01656 649557

Email: [admin@mhmwales.org.uk](mailto:admin@mhmwales.org.uk)

**RNIB Cymru Support for people with sight loss**

Tel:029 2082 8500 [www.rnib.org.uk/cymru](http://www.rnib.org.uk/cymru)

**Wales Dementia Helpline** Tel: 0808 808 223