

**MSP**

CASE MANAGEMENT LTD

# Handbook for Support





# Welcome to

# MSP Case Management Ltd

On behalf of MSP Case Management Ltd and all our staff, we welcome you, your family and others who are important to you.

**We hope that you will be happy with MSP Case Management Ltd.** We want to support you to enjoy your day-to-day life in the same way that you do at present. There may be questions that you would like to ask and our staff will ensure that any queries you have are answered as quickly and fully as possible. The information given in this handbook should provide you with the answers to some of the most frequently asked questions.

## Part 1.

### About MSP Case Management Limited

Mission statement and values / 8 step philosophy of care / Safe / Effective / Caring / Responsive / Well-led / Statement of purpose / Your staff / Complaints and comments procedure.

## Part 2.

### About Your Care and Support

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### Policies and Procedures

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### Useful Contact Information

- The Registered Manager is Marylka Puchalska.
- The Registered Manager can be contacted on **07843 347128**
- The person responsible for complaints or comments and suggestions is Marylka Puchalska.
- The Support Worker Manager and Nominated Individual is Emily Sambhi.
- The person responsible for Data Protection is Ian Rawson.



## Part 1.

# About MSP Case Management Ltd

**We are a Brain Injury Case Management Company established in March 2015.** MSP Case Management Ltd was started by Marylka Puchalska. Marylka has a son with a brain injury and uses the core standards she expects for him as a benchmark for the service she leads. Marylka is an experienced Case Manager and leads the company with passion and drive to inspire the Case Managers who work alongside her to ensure a bespoke service for clients. We also have an extensive network of therapists who work alongside us to provide therapeutic assessment and therapy input. We have clients throughout the Midlands and Northern England.

## MSP Case Management Ltd.'s Mission Statement & Values

MSP Case Management are leading advocates in ensuring our clients can live the life they choose. Through our mission statement and values, our aim is to provide support to parents of disabled children and younger adults with brain injury, and other neurological conditions, as well as to clients themselves, as they navigate the medico-legal process and beyond.

*"Our ambition is to offer a bespoke, client-centred, anytime service for clients, their families and associated professionals"*

## Our 8 step philosophy of care includes...



We base our care around you as an individual. To help us to do that, we adhere to a set of important principles outlined below. If at any time you have any questions about these, or you feel that someone is not upholding them, please let the Registered Manager know.

**We are regulated by the Care Quality Commission.**



### Head Office:

Hardings Farm, Lissingley Lane  
Lissington, Lincolnshire, LN3 5AG

## Safe

MSP Case Management Ltd will do everything possible to keep you safe from all forms of abuse and neglect, working with you and other agencies to prevent avoidable harm.

**We do this by...**



**Ensuring that our staff are well trained and skilled to provide the right Care**, can recognise signs of abuse and report them swiftly, whilst ensuring that lessons are learnt and improvements made to the service, when required.



**Giving you the information, you need** to make informed choices and take informed risks. Staff at MSP Case Management Ltd understand and ensure the balance between your informed risk-taking, and the responsibility to ensure the safety of you and of others.



**Identifying any hazards in your home** and reducing the risk of infection.



**Supporting you with any medication needs** carefully to minimise the risk of errors or supporting you to continue to self-manage your medication safely.



## Freedom from Discrimination

MSP Case Management Ltd has a zero-tolerance approach to all forms of discrimination and will take action when it is found.

Discrimination means being treated unfairly on the grounds of; age, being or becoming a transsexual person, being married or in a civil partnership, being pregnant or on maternity leave, disability, race including colour, nationality, ethnic or national origin, religion, belief or lack of religion/belief, sex, sexual orientation or social standing.

## Effective

We believe in Care that meets your needs because you are involved fully in your Care and its arrangement. Each Client is celebrated and supported to be an individual, to have their own social, emotional, spiritual, cultural, political and sexual needs accepted, supported and respected.

**The service we provide is effective because:**

**We employ the right staff** for you who have the right knowledge, skills and qualifications to fulfil your wishes and to enable you through Care.

**We will ask for your views and ideas** about how you wish for your care and support to be provided and enable you to contribute to any proposed changes.

**We will make information accessible** in a way that you can understand, about your Care, medication and the services being offered and how you can tell us if there is something you do not like about our services.

**We will consult you** on your wishes, history and preferences in the assessment and put this in your Support Plan. We will check this is up to date when your Support Plan is reviewed. We will make sure that your Support Plan is updated if your care needs change.

**We will ask for your informed consent** to Care and any changes to it in all decisions about your Care.

**The principles of the Mental Capacity Act will be followed** and we will ensure that, where you cannot give consent, best interest decisions will be made following the Mental Capacity Act principles.

You will be **supported to achieve as much independence as possible**, emotionally, physically, intellectually and socially and without unreasonable restrictions.

**We will keep information about you confidential** and will tell you how we use your personal information, store it and how long we keep it for. You can talk to our Data Protection Officer if you are concerned about your personal information.





## Caring

MSP Case Management Ltd promotes a person-centred approach because:

- **Staff take an interest in what makes you, you;** the things you want to share from memories, the things you like and do not like, current interests, needs and new pursuits.
- **Staff treat you with dignity** in the way they speak with you and the way they behave.
- **We assist you in continuing to use your skills** and in pursuing your interests.
- **We uphold your right to privacy** in all aspects of your care, personal affairs and belongings.
- **All information about Clients is treated as confidential** and only shared with members of staff, other professionals, or organisations for the provision of care with your consent or your representative.
- **Information about you will be protected and stored** to meet legal requirements and only kept for as long as is necessary.
- **We will make sure you understand information and what is said**, providing you with the support you need and giving you the help that you require to make your voice heard.

### Responsive

MSP Case Management Ltd is responsive to what we see, hear and know, to ensure that you maintain your health and wellbeing.

**Care staff ensure that they are up to date with what is in your Support Plans** and make changes when they are needed.

**MSP Case Management Ltd welcomes complaints, compliments and issues raised** and will always take them seriously, investigate and take the action needed to put things right, and improve the service we offer.

**Staff work with other professionals** to ensure that your Care is joined up.

### Well-Led

MSP Case Management Ltd is a well-led organisation, knowing its responsibilities and carrying them out.

**Management staff of MSP Case Management Ltd are available and approachable** for Clients and staff alike.

**MSP Case Management Ltd has the skills to monitor the service & make changes** when they are needed.

When things go wrong, **MSP Case Management Ltd and its management staff are honest** with you and give solutions on how to put things right.

**MSP Case Management Ltd welcomes feedback** from you to shape and improve the service.

**MSP Case Management Ltd works in partnership with other agencies** for the provision of the service.

## Statement of Purpose

We have a Statement of Purpose which we share with you, Marylka Puchalska is able to help you with this.

## Your Staff

You will be involved in the recruitment process of choosing your support workers, which involves determining the characteristics and qualities you want from a Support Worker, as well as the shortlisting and interviewing of candidates. Recruitment is value-based to ensure you have the right match for you.

New employees receive a comprehensive company induction in line with Care Certificate Standards before they begin any work alone. Before commencing employment, support workers will receive in-depth mandatory training on core subjects, and within the first 6 months, receive assessment on the Care Certificate Standards, if they do not have an alternative equivalent qualification.

**Where possible support workers 'shadow' existing staff members, prior to any lone working.**



**All employees receive annual training in:**

- Fire Safety.
- Health & Safety.
- Infection Control.
- Safeguarding and Protection of Adults, OR Safeguarding and Protection of Children.
- COSHH.
- Dignity in Care.
- Equality, Diversity and Inclusion.
- GDPR Stage One.
- Learning Disability.
- Emergency First Aid at Work/Paediatric First Aid (in-person course).

**Where applicable they may also receive:**

- Autism.
- Lone Working.
- Manual Handling of Objects.
- LGBT Aware for Care.

**Bespoke training is also offered (but not limited to):**

- Personal Care.
- Medication Practice & Administering Medication.
- Epilepsy & Rescue Medication.
- Gastrostomy & Feed Giving.
- Moving & Handling and Physiotherapy.
- Team Teach.

Policy Reading is issued to all support workers at the commencement of employment to ensure they are knowledgeable and empowered to implement company policy and procedure.

## The Service We Provide also includes:

### Friends, Family and the Community

We will support you in keeping links with the community, maintain your network of friends and family and will help you to visit shops and places of interest, where agreed, as part of your Support Plan.

### Activities

MSP Case Management Ltd actively promotes Clients' normal social networks and social activities and the level of support required will be agreed as part of your Support Plan.

Each Client's Support Plan includes a facility for recording life history, social networks and contacts, and preferences for activities and hobbies, so that the service can ensure that these are a part of everyday life.

### Privacy

We will respect Clients' privacy at all times. We will do this by making sure that:

Discussion about Clients and their affairs will be for the purposes of managing and improving care, and for no other reason, and will be conducted in private.

Records will be designed, used and stored safely and confidentially and UK GDPR and Data Protection Act 2018 principles for information sharing will be followed.

We will ask you to keep your Support Plan safely in an agreed place so that your support workers can read it when they come to your home or we will create a Support Plan with you that is stored digitally, we will of course give you access to this.

### Clients' Dignity

Your dignity is a matter of the utmost importance to us, and all staff will have received training in this area.

We ask you what you would like to be called, this name will be recorded on your Support Plan and used by all staff. In the absence of information on what you want our staff to call you, staff will address you using your first name.

Staff are trained to support you with dignity always and will ensure that support is given in a dignified way, whether you are alone or in company.

Staff are trained to knock and wait for your invitation before entering your home, unless there is an alternative arrangement agreed.





## Complaints and Comments Procedure

We always aim to provide a high standard of care in all our services. Our Clients' views are important to us and help to ensure that our services are consistently meeting people's needs. If you are unhappy with any of our services, it is important that you let us know. If a complaint alerts us to possible abuse or neglect, we will tell the Local Safeguarding Team. They will then decide how to investigate and monitor outcomes.

### How to Tell Us What We Need to Improve

Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone receiving services, their friends or family, can tell us how we can improve. First, you must speak to Marylka Puchalska or Your Case Manager. If the suggestion is something that MSP Case Management Ltd as a company, needs to consider, you can send it to:

#### Registered Manager

MSP Case Management Ltd  
Hardings Farm, Lissingley Lane, Lissington, Lincolnshire, LN3 5AG  
or contact on **01673 885683**  
or by email at [marylka@mspcm.co.uk](mailto:marylka@mspcm.co.uk)

### Making a Complaint

MSP Case Management Ltd aims to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints confidentially.

MSP Case Management Ltd assures Clients and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.

### Who Can Complain?

Anyone affected by the way MSP Case Management Ltd provides services can make a complaint. A representative may complain about the affected person if they:

- Cannot make a complaint themselves, or
- Have given consent for the representative to act on their behalf.

If you are not happy about making a complaint yourself and you do not know someone who can talk to us or write to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.

### How You Can Make a Complaint

You can complain:

- In person
- By telephone
- By letter
- By email
- Through a member of our staff
- Through an advocate or representative

*We will acknowledge all complaints, whether verbally or in writing, within 3 working days.*

### Anonymous Complaints

We deal with anonymous complaints under the same procedure. However, it is better if you can provide contact details so that we can tell you the outcome of our investigation.

### Responsibility

Marylka Puchalska has overall responsibility for dealing with all complaints made about their service. We will provide, as far as is reasonably practical:

- Any help you need to understand the complaints procedure; or
- Advice on where you may get that help.

### How We Handle Complaints

Marylka Puchalska may ask one of the management team to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complainant. We will acknowledge a complaint within 3 working days and give you the name and contact details of the person investigating it. We will keep you informed about the progress of the investigation. We aim to have all complaints finished within 28 working days unless we agree a different time scale with you.

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write to you with:

- Details of the findings.
- Any action we have taken.
- Our proposals to resolve your complaint.
- Lessons learned.

### Time Limits

You must complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

### Further Steps

At any stage during the process, if you are not happy with the way the service is dealing with your complaint you can contact Marylka Puchalska at:

MSP Case Management Ltd  
Hardings Farm, Lissingley Lane, Lissington, Lincolnshire, LN3 5AG

or contact on **01673 885683**  
or by email at [marylka@mspcm.co.uk](mailto:marylka@mspcm.co.uk)

You can also raise your complaint or concern with the **Director of Social Services at Your Local Authority**. Or if your care is funded by the Health Authority, you can contact Your **Integrated Care Board**.

Once your complaint has been fully dealt with by MSP Case Management Ltd, if you are not satisfied with the outcome, you can refer your complaint to the **Local Government and Social Care Ombudsman (LGO)** and ask for it to be reviewed. The LGO provides a free, independent service.

**The LGO can be contacted for information and advice, or to register your complaint:**

T: **0300 061 0614**  
W: [www.lgo.org.uk](http://www.lgo.org.uk)

The LGO will not usually investigate a complaint until the provider has had an opportunity to respond and resolve matters.

**Our service is registered with and regulated by the Care Quality Commission (CQC).**

The CQC cannot get involved in individual complaints about providers but is happy to receive information about our services at any time.

You can contact the CQC at:

**Care Quality Commission (CQC)**  
National Correspondence Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

Tel: **03000 616161**  
Fax: **03000 616171**

### Advocates

All Clients have the right to access an advocate who will act in their interests to help them solve problems, discuss concerns and understand information. Marylka Puchalska will be happy to provide information on local advocacy groups and other support networks.

### Insurance

MSP Case Management Ltd ensure Public Liability Insurance and Employers Liability Insurance is in place. The insurance covers all aspects of its undertakings. However, the insurance does not take the place of normal household insurance cover for accidental breakage or damage to household items.



## Part 2.

# About Your Care & Support

### Care, Treatment and Support That Meets Your Needs

- Your personal needs are assessed to make sure you get safe and appropriate Care that maintains your rights.
- You will receive the Care that you and your social care professional agree will make a difference to your health and wellbeing.
- Staff respect your cultural background, gender, age, sexual orientation, religion or belief and your disability.

### To be Safe When Using a Service

- You will be protected from abuse, or the risk of abuse and staff will respect your human rights.
- If you need support with your medication, we'll ensure you get the right support so that your medication is managed safely.

### To be Cared for by Staff with the Right Skills to do their Jobs Properly

- You are cared for by staff who have the knowledge, skills and experience needed to meet your health and welfare needs.
- You are looked after by staff who are well managed and have the chance to develop and improve their skills.

### MSP Case Management Ltd Routinely Checks the Quality of its Services

- We continuously monitor the quality of our services to make sure you receive the support you need.
- Your personal records are accurate and kept safe and confidential.
- We make sure that we have the right numbers of staff so that your Support Worker has supervision and support.

### Your Support Team

Working with the Disclosure and Barring Service (DBS), it is the policy of MSP Case Management Ltd to adhere to:

- The Rehabilitation of Offenders Act 1974 (Incl. Exemption Order 1975)
- Health and Social Care Act (2008)

MSP Case Management Ltd carries out stringent background checks and enhanced Disclosure and Barring Service checks on all its staff. In addition, our policy further strives to provide protection by ensuring that at least two satisfactory, written references are obtained to provide information concerning individuals' competence, ability, trustworthiness and experience as well as a full work history explaining any gaps in service. Staff will be required to seek confirmation of their status via an enhanced Disclosure and Barring Service check.

**We also request all staff sign up to the DBS Update Service.**

### Identification Badges

Support workers are issued with a laminated, identification badge of MSP Case Management Ltd that carries a photograph of them on it. Support workers will show you the identification badge when they visit you.

### Staff Conduct

**A.** Staff are not permitted to accept any gifts in cash or kind from either yourself, your family or friends.

**B.** Staff are not allowed to witness or benefit in any way from the Last Will and Testament of individuals using the services of MSP Case Management Ltd.

**C.** Staff are not allowed to bring pets, children or other family or friends with them when they are working in your home.

**D.** Staff are not allowed to smoke or consume alcohol in your home.

**E.** As a rule, Support workers cannot conduct any activity that is not specified in the Client's Support Plan, or which may place themselves or others in danger.

## **Your Care and Support**

Your personal care and health care are planned in consultation with you, our staff and anyone else who is important to you, if you ask for them to be involved. To ensure that we provide the highest level of care for you, our staff will record the details of your care in the Support Plan along with details of your personal choices regarding the normal activities of daily living.

All Clients are actively encouraged to become involved in the Support Planning process and will be consulted at each stage of the Support Plan. Every time your Support Worker visits you, they will record what activities they have provided (electronically if applicable). If you decide that you do not want the care as planned on a visit, they will discuss this with you and record it in your daily record.

Your Support Worker is trained to tell MSP Case Management Ltd when they do not provide your care as agreed in the Support Plan. This is to make sure we can respond if your needs change.

## **Risk Assessment**

The assessment of risk is addressed at the start of the service for each Client and the results are integrated into the Support Plan. This makes sure that your views and the views of those important to you will be fully considered, as part of the person-centred Support Planning process.

The following are examples of the types of risks we assess. We recognise your right to choose and your right to take risks, each risk will be discussed in detail and those discussions will be recorded. This will show the way in which MSP Case Management Ltd aims to meet your needs and to ensure that we can work safely with you in your home:

- Risk Screening.
- Environmental.
- Fire & PEEP.
- Accessing the Community.
- Moving and handling (if applicable).
- Medication (if applicable).





## Part 3.

# Policies and Procedures

### Gender Choice

You have the right to choose the sex of the person sent to support you with personal care. This is because of the personal nature of the service. We will record your choice when we talk to you as part of the Support Planning process. [For your information, at times this may affect our ability to provide your care at your desired time.](#)

### Handling Money

When Support workers make financial transactions on your behalf for things like shopping or activities, they will enter the details on the financial record sheet kept in your home. They will keep the receipts.

[Only financial arrangements that have been formally agreed and written in the Support Plan can be carried out for you.](#)

### Gifts, Wills and Other Documents

MSP Case Management Ltd aims to make sure that you receive a care service of the highest possible standard. To make sure our staff always work professionally and to protect you and our staff from any allegation of financial abuse:

- Support workers are not allowed to accept gifts of money or other presents.
- Support workers are not allowed to accept loans.
- Support workers must not buy lottery tickets or sell you raffle tickets.
- Support workers must not sell to you from mail order catalogues.
- Support workers must not ask for sponsorship or for donations for charitable organisations or good causes.
- Support workers are not allowed to act as a witness or executor to legal documents and Wills.
- Support workers are not allowed to benefit from Wills.
- Support workers are not allowed to recommend tradesmen or a member of their family or friends to carry out work in your home.

[If you do require legal help, MSP Case Management Ltd can refer you to an impartial or independent source of legal advice.](#)





## Medication and Healthcare Related Activities

Support workers will administer medication but only when it has been agreed and written in the Support Plan. Both prescription and 'over the counter' remedies must be agreed beforehand so that it can be checked as to whether the medicines will have no 'side effects' if taken at the same time.

Support workers receive training in medication administration, and we have several medication policies at MSP Case Management Ltd. Some health-related activities when agreed, need to be carried out under the supervision of a healthcare professional and staff will be only able to perform them when they have the correct training, are fully supervised and assessed as being competent to meet your health-related needs safely. Your Case Manager will need to give approval before any support is provided.

Support workers are not allowed to administer medication from family-filled medication dispensers and no assistance can be provided that has not been formally agreed with the Case Manager and detailed in the Support Plan.

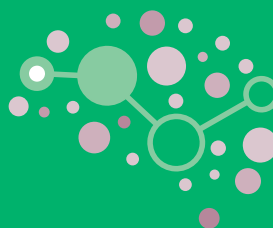
Your Support Worker will record any medication administered on a Medication Administration Record (E-MAR/MAR Chart) each time they provide any medication administration support. Any verbal reminders or physical assistance in relation to medication will also be recorded on the Medication Administration Record.

## Documenting your Care

Your Support Worker makes a record of their visits with you. This includes the date and time of the visit as well as the length of time stayed, tasks that have been completed and any important information such as recording medication, if this is part of your Support Plan.

This record is kept in a file in your home in the safe place that we have discussed with you OR kept digitally on our software system.

We encourage our Support workers to share what they are recording with you at the time of care delivery, but additionally, you and or your advocate have access to this information at any time via a secure login or by requesting a paper copy.



## Confidentiality and Data Protection

Our policy is that any information about you is strictly confidential and that maintaining a position of trust in this regard is paramount. However, because some information is relevant to providing quality Care, such information will be shared with members of staff who may be supporting you. You will be consulted, where appropriate, before information is released.

Information about you will be stored primarily in electronic form, but there may be paper copies. **All are treated in the same strictly confidential way.**

Information about you enables staff to provide proper support and treatment. Some of this information may also be used for other purposes, such as:

- Making sure our services meet your needs.
- Helping staff to review the support they provide to you to help them achieve the highest standards.
- Investigating complaints or legal claims.
- Auditing of our services.

Sometimes information about you needs to be passed on to other organisations, for eg, if you are receiving care from a GP or hospital. The types of organisations with whom we may share information about you are:

- GPs.
- Legal teams.
- Other health professionals.
- Social workers.
- Care Quality Commission.

We have several policies about how we manage your personal information that comply with the UK General Data Protection Regulation and the Data Protection Act 2018 and you can speak to our Data Protection Officer who is Ian Rawson for more information about this.

## Equality and Non-Discrimination

MSP Case Management Ltd offers services to all people without prejudice of their culture, race, ethnic origin, colour, religion, political beliefs, sexual orientation, marital status, disability or disease. We, therefore, believe that:

- You have the right to practice your beliefs, religion or culture without constraint by restrictive or discriminatory practice.
- You have the right to express your sexuality and to be free from discrimination on the grounds of sexual orientation as well as the right to take free, informed, voluntary decisions on your sexuality, sexual orientation and gender identity, without coercion or discrimination.
- Complaints of discriminatory practice will be thoroughly investigated, and the results of the investigation made known to the complainant.
- All complaints will be recorded in such a way as to highlight repeated problems.

## Infection Control

Support workers are supplied with plastic aprons and gloves which they will wear when they carry out personal care duties.

Support workers need to wear protective clothing to prevent the spread of infection. Support workers are also expected to wash their hands on entering and before leaving your home.

Please contact your Case Manager in the first instance if your Support Worker does not do this.



## Protecting You from Abuse and Harm

MSP Case Management Ltd is committed to ensuring that you will be protected from harm and abuse and enabled to live as independently as possible in a safe environment.

Support workers receive regular training on how people must be treated, and they are trained to recognise if someone is being bullied, physically abused or suffer financial, emotional and psychological harm. Person(s) such as informal carers, relatives, friends and members of the Home Care Staff or other professionals can commit abuse.

Abuse can take form in subtle ways like Support workers calling people pet names that they do not like or speaking to someone else in a language they do not understand, so that they do not know if they are being discussed or not, or Support workers using their mobile phone for personal use whilst they are providing care, or speaking over the head of a Client to another Support Worker.

**Any reports of abuse or concerns of abuse must be reported to Marylka Puchalska without fail. If you think you are being abused or are concerned you might be, you can speak to [Marylka Puchalska](#).**

**If you do not think you can speak to someone at MSP Case Management Ltd, you can contact, your Local Authority.**

### Your Telephone

Your telephone will not be used by Support workers except for the following reasons:  
You or they have a medical emergency.



*Ensuring our clients  
can live the life they choose*

MSP Case Management Ltd.



# MSP

CASE MANAGEMENT LTD

Office Contact Number: **01673 885683**

Office Hours: **9:00-17:00 with on call**

Emergency on Call: **24 hours**

Emergency on Call Contact Number: **07843 347128 or Your Case Manager**

**MSP Case Management Limited.** Hardings Farm, Lissingley Lane, Lissington, Lincolnshire, LN3 5AG