KingsmithCare
every action matters

Client Guide

A Guide to our Services

September 2026

Aim of this document

This document provides information about Kingsmith Care and our services. We have written it to be a useful resource for people using or considering using our service, and for friends, relatives, carers and representatives of people using or considering using our service.

About Us

We were formed in 2011 to provide home-care services (also known as domiciliary care). We help care for people who, because they are getting older or have a disability or illness, find it difficult to cope with domestic tasks and personal care needs.

We provide personal, social and practical care in people's homes to help them to live as independently as possible.

Our services are designed for older and other vulnerable people who are physically frail or housebound. We also work with people who are approaching the end of their life.

We work in Hammersmith & Fulham, Chiswick, Ealing, Kensington & Chelsea and Richmond. We welcome referrals from across west London.

We are a family run company, and are truly local and independent. Unlike some homecare providers, we are not a franchise, answerable to a global parent company or private equity investors. What this means is that our reputation and our rating 'Outstanding' from our regulator, the CQC, is based solely on our own expertise. We do not have national marketing and compliance departments and are not answerable to a corporate brand.

Our aims and objectives

We provide practical, social and personal care and support if you find it difficult to look after yourself in your own home. We do this at the times and in the ways that you tell

us are most convenient for you. We aim to provide a realistic alternative to residential care.

Our ethos

Our ethos is that "every action matters". This means that when a member of staff from Kingsmith Care visits your home and performs any task, we believe that how they do this ***matters***. Our staff are expected to carry out every task, however simple, with care and thought.

Your rights

Upholding your rights is central to the way we will work with you.

Privacy

Your right to privacy means that you will not receive unwelcome attention or intrusion. This means, for example, that our carers do not enter your home, and rooms within your home, without your express permission.

Dignity

Your right to dignity means we recognise that you are an individual and have specific needs. We will always treat you with respect and speak to you in the way that you would like. We believe our relationship with you should be warm and trusting, but also appropriate and professional. You can specify whether your care worker is male or female if your personal care needs means this would make you feel more comfortable and confident.

Independence

Even in the face of ageing and disability, we recognise that you remain an adult capable of thinking, acting and taking sensible risks without having to continually refer to other people. We will help you manage for yourself wherever possible, so you don't have to become totally reliant on care workers and other people.

Civil rights

We will help you to continue to enjoy your rights as a citizen, so you can for example take part in elections, make use of public services such as libraries, leisure centres, education and transport and continue to participate in community activities such as going to a place of worship.

Choice

It is your right to make independent choices about a range of lifestyle options. We will respect this right by aiming to provide a service that fits into ***your*** schedule, not our convenience. We will work with you in a way that welcomes and responds to your personal preferences.

Fulfilment

Your right to fulfilment means you should have the opportunity to continue to realise your personal hopes and aspirations. This means we will recognise and respond to your feelings and wishes, not just your needs. For example, helping you to take part in a range of social, cultural or religious activities. It might also mean that we support you to prepare for when you die.

Services we provide

We are registered with the Care Quality Commission (CQC) to provide home care for older people under and over 65 years of age, people who have mental health problems, and those with learning or physical disabilities. We have an excellent team of skilled, professional staff who provide the following:

Personal care

Your care worker is able to carry out personal care activities for you, such as helping you to get up in the morning, washing and bathing, dressing, going to the toilet,

making your bed, going to bed at night and other daily tasks you may need help and support with.

Our care staff can also help you take any medication your doctor has prescribed for you, depending on certain limits, which we will explain to you.

Preparing meals and snacks

Your care worker can prepare your breakfast, lunch, evening meal or supper, and any other snacks and drinks that you may need during the day. The care worker will be able to sit with you, if you want, while you have your meal, to keep you company.

Personal tasks

Your care worker can help with practical tasks such as looking after pets, helping you to manage personal affairs such as birthdays and other anniversaries and collecting your prescriptions. We can also keep you company, go with you on walks and accompany you to appointments and on trips out.

Domestic and household services

Your care worker can carry out domestic tasks such as vacuuming, dusting and general cleaning, washing up and washing and ironing your clothes.

Shopping support

Your care worker can assist you with day-to-day shopping. This can be purchasing items on an ad hoc basis or regular shopping support.

For your care workers to provide this support you will need to either set up a "kitty" jar (appropriate for ad hoc purchases of minor items) or set up a prepaid card that money can be loaded onto by you or your advocate.

We encourage all clients who have shopping support to have someone (themselves or an advocate) set up on the OpenPASS mobile application to read your care notes so

you/they can view the details of shopping purchases made by your care workers on your behalf.

Specialist services

Some of our care workers are trained to deliver specialist care services to support your specific needs. Specialist services may include assisting you with certain medication, using hoists and other equipment, using a catheter or "PEG" tube, coping with dementia and other services specific to your needs. We can also provide care that aims to help you to live with your symptoms rather than curing them. This is sometimes referred to as end of life, palliative or terminal care.

Support to help you recover

We can help and support you when you come home from hospital or if you are recovering from an illness. This is also sometimes called re-enablement and can be on a shorter-term basis with a clear end date that everyone is working to.

Night care

We can provide you with a flexible service that cares for you through the night. There are two types of services: night care where the care worker will remain awake through the night to provide frequent attention; and night care where the care worker is there to make sure that you are not alone during the night.

So that we can provide care at your home during the night, we ask that there is a bed for the care worker, who should be able to sleep, or rest, at your home. We may also need other equipment to be in place in your home.

Equipment

We will always provide our care workers with the equipment they may need to carry out certain tasks. Depending on the care that you are receiving, you may also have to provide our care worker with the equipment they need to work safely and efficiently. We will explain what is needed and we can help you to get this equipment.

Services we are not able to provide

We have explained what we can do. There are also things that we cannot do.

Our care workers will not carry out tasks that need the skills and expertise of clinical professionals, such as doctors, nurses and physiotherapists. We will however help you to access any of these services if you need them -

Services we cannot provide include:

- cutting your toenails and fingernails or cutting hair;
- syringing your ears;
- removing or replacing catheters;
- all injections and the handling of any needles (including for sewing);
- changing or filling oxygen cylinders (we can change tubing and ensure output is set at the level your clinician advises only);
- lifting you from the floor;
- giving you medication in your back passage or vagina (unless we are trained by your GP or Nurse how to do this and your care plan is amended accordingly);
- filling dosage boxes for medication; and
- applying creams or ointments (unless they are prescribed or have an appropriate and approved medication form).

How we provide our services

First contact

Before we provide any services, we will need to talk with you. This initial conversation will be with our owner and Director, Lee. You might also want us to speak with a

member of your family, a carer or a representative. From the start, we need to be sure that the services we provide are going to be suitable, and we can only do this by talking to you.

Our Head of Care, Claire or our Registered Manager, Emma, will visit you in your own home and will need to ask you quite a lot of questions. With your permission, we may also need to get information from your carer, doctor or any other specialists who know about your health and social needs. These questions help us to gather the information we need about you and your home environment to provide a personalised and safe care service.

This home assessment visit may take up to two hours to complete and is chargeable at a fee of £150. We hope that you will not find the assessment too intrusive. We want to build up a full picture and we will do this as quickly and tactfully as possible. We will treat all your information confidentially.

If you would like, we can put you in touch with a client who currently uses our services so you can speak with them to hear more about how we work.

Assessing the risks

If you have decided to have care provided in your own home, you will know that there are some risks. Our care workers will not be with you all the time so there will not be the same level of support as you would receive in, for example, a residential home. On the other hand, you will keep your independence and stay in your own home, and many people find that a small amount of risk can be fulfilling. Still, we want to be sure that everybody involved understands the risks and has thought about them responsibly.

So, with you (and your family members or representatives, if needed), we carry out risk assessments, looking at the risks and the advantages to you of having care provided in your own home. And if it seems appropriate, we will make suggestions as to how unnecessary risks can be reduced.

Coronavirus (COVID-19)

Kingsmith Care manages the risks around this (and other similar infectious diseases) by the following:

- PPE (Personal Protective Equipment)
- Vaccinations

We also limit, where possible, the number of carers that each client has.

Your care plan

After we have assessed your needs and the risks in your home, we work with you to prepare a personalised care plan for you. The plan will say exactly which services we will provide, with details like times of visits and the special tasks we will carry out. It will also say what we all hope to achieve and how we plan to do this.

Re-assessing your needs and reviewing the care

Over time your needs may change. You may need more or less care; we may have to change the type or pattern of service or there may be new risks and opportunities. So, again with your help, we will review your needs and together make decisions about the care we provide. If at any time there are parts of our care which you would like to change, please let us know. We will also ask your opinion regularly so that we are always aware of your needs and wishes, and so we can adapt the service that you receive from us.

Our care team

There are nine people working full time behind Kingsmith Care's services. These are two Directors, a Head of Care, a Compliance Manager, two Care Managers, a Care Coordinator, a HR Assistant and an Administrator. Together they are responsible for legal compliance, care management, staff development, office management, safety and quality assurance, and personnel matters.

We carefully recruit care workers from the local area who demonstrate the right skills, experience and attitudes to provide the service you expect from us. We also follow the strict recruitment and selection guidelines set by the Health and Social Care Act 2008 and the Care Quality Commission. All new staff are subject to checks with the Disclosure and Barring Service before they are allowed to work with you and on an ongoing basis they are required to renew this check.

Within our diverse community of staff, everyone has their own unique personality and a multitude of life experiences that they will bring to their relationship with you. Alongside this, all of our staff - regardless of their experience - undertake an induction programme covering essential issues such as the role of the health and social care worker, health and safety, effective communication, safeguarding and duty of care.

We believe that if our carer workers are to properly support our clients through difficult life transitions such as bereavement and loss, stress, depression and physical illness, they too need to be supported with the emotional impact of their work. We do this by providing our staff with one-to-one meetings and team meetings, as well as on-going training sessions.

Our digital care management software allows us to manage all aspects of our care service digitally including care management, scheduling, payroll, invoicing and quality assurance.

Visiting your home

When our staff are working in your home they will wear a uniform (a purple tunic or polo shirt with a white Kingsmith Care logo), unless you specifically request otherwise. They will always wear an identification badge, which has a photograph of them and will always wear the required PPE (Personal Protective Equipment).

While they are working in your home, our care workers will not bring their partner, children, friends or pets with them.

If at any time a particular care worker is not able to visit you, our office staff will always phone you to explain why and tell you the name of the replacement care worker.

Entering your home

It is a condition of us working with a client that they (or someone else) can let the care worker into the home. If they cannot let the care worker into the home, then a Key Safe must be fitted. Kingsmith Care can assist with making these arrangements.

Recording and monitoring visits

Our staff access your care plan digitally on their mobile devices and they record their arrival, care notes and departure in real time. To do this, they need to scan a "QR code" which will be included in the care file we provide for your home. If, for any reason, your care worker does not arrive for your visit, our software system alerts us so that we can quickly arrange a solution.

You and your family can read your care notes using a mobile application. With your permission this can help your loved ones stay up to date with your health and wellbeing from anywhere in the world.

Care workers also input the activities they have completed at the end of their visit, usually using their mobile phone unless a paper based system is better suited to your / the company's needs. You can have access to these records at any time – just contact your care manager and they will get this set up for you.

Time of calls

If, for some reason, your care worker does not arrive at your home at the time expected, please allow at least 10 minutes and then phone our care manager (the contact details will be at the front of your client file). This is for the care worker's own safety as well as for your care needs.

If you need to cancel a care worker's visit to your home, you will need to give us at least 48-hours' notice to avoid being charged.

Fees and terms & conditions

Our fees and charges for home-care services vary according to the type of care we provide.

Our fees change every year to reflect the cost of providing our service.

We are a regulated domiciliary-care provider, which means we do not pay VAT, so you will notice that we have not added VAT to our fees and charges.

We will send you an invoice every month, and ask that you pay it upon receipt of the invoice.

We can provide you with a summary of your account with us and receipts for the invoices you have paid, upon request.

We can also find out for you if you may be eligible for state-funded care when your capital or income drops below a government-set threshold.

Our terms and conditions of business are explained in detail in our 'Client Terms and Conditions', which is an agreement between you and us. There is a seven-day cooling off period once the contract is signed and after this time all cancellations of the contract need to be in writing and sent to us either in the post, by hand or by email, 14 days in advance of you wanting the service to end. To cancel a scheduled visit, 48 hours notice is required.

Paying for your care

There are two ways in which care fees can be paid for. You can pay them yourself, or you might be eligible for local authority funding. There might also be circumstances in which some combination of the two works best. So for example you might want to 'top up' what the local authority pays.

If you are paying for your own care or looking after the funding of care for a loved one, it is essential that you are fully aware of the options available to you. With the right information, guidance and support you can be sure that your decision is based on your particular circumstances.

It is advisable to seek professional advice from a qualified, specialist, independent financial advisor. Social Services may be able to direct you locally. Alternatively, a leaflet produced by The Homecare Association (HCA) describes the Care Fees Planning service which provides help, guidance and support to review the options available. Another leaflet, 'Paying for long-term care in England' is available from 'Think Local, Act Personal' (see below).

State entitlement / local authority funding: To find out if you are eligible for funding, you will need to be assessed by your local authority. They will work out the amount of money to which you are likely to be entitled to meet your social care needs. You can use this money to spend on things that meet your needs in ways that make most sense to you. You can manage your budget yourself by taking a 'direct payment'. This means that the money will be paid directly to you. You can also ask the council to manage your budget for you, or you can have a combination of the two.

There is a variety of information available online, which we can help you access:

Age UK:

Go to https://www.ageuk.org.uk/information-advice/care/paying-for-care/

Or phone no.: 0800 055 6112

In Control:

Go to www.in-control.org.uk

Think Local, Act Personal:

Go to www.thinklocalactpersonal.org.uk

Email: info@tlap.org.uk

Confidentiality

Our work means that we need to know a good deal about you. We cannot provide good care without this information. The information you provide us with will be handled by our staff on a "need-to-know" basis. For example, only the care workers who visit you will be able to see your care plan.

We have a Confidentiality Policy relating to the handling of this information and we take any breaches of this policy very seriously. A full copy of the policy is available upon request.

We will only break the rule of confidentiality in very extreme circumstances.

Data protection

We have to record, store and process a lot of information about each of our clients and in line with the Data Protection Act 2018 (GDPR) we have policies and procedures which lay out in a transparent, clear, and concise manner our reasons for collecting data, how and with whom that data is shared and your rights to access it. You can request a copy of our Data Protection Policy and/or our Privacy Notice at any time by emailing or writing to the office.

Comments, compliments and complaints

To make sure that the service we provide matches your needs and your expectations, we are always pleased to hear your feedback. We want to learn from you in order to improve the service we provide. You are entitled to make a complaint or raise a concern at any time. If you want to complain about the services you are receiving, or raise a concern, you should, if possible, discuss the problem with your care worker first. They will do their best to solve the problem. If you feel you are not able to discuss the problem with your care worker, or if they are not able to deal with the problem quickly and to your satisfaction, you should contact your care manager, whose contact details are in your care file.

A copy of our Complaints Procedure can be found at the back of your care file or can be requested from the office.

We encourage you to express your feelings without worrying about what may happen. Unless there are exceptional circumstances, we would like you to give us the chance to put the matter right.

Advocacy services

Advocates are trained to support people by speaking up on their behalf. By talking to an advocate, some people feel more able to express their choices and opinions about matters affecting their everyday lives. Generally, advocates are based locally and are operated by different agencies in each borough.

If you wish to talk to an advocate, the advocate will make an initial appointment with you during which they will:

- Listen to and establish your views and wishes.
- Provide information and discuss the range of available options.
- Represent your views and wishes to service providers.
- Seek to empower you by ensuring you are actively involved in decisions affecting you, and by offering you support to express your views and wishes.

People who have used advocacy services say the benefits for them include:

- Being able to stand up for their rights.
- Obtaining the healthcare, social and housing services that they need.
- Making a complaint when services are inadequate.

You can refer yourself or a friend, or a relative, carer or professional can refer you. Advocacy Services are free and we hold details of all local advocacy services at our offices.

Alternatively, if your concern relates to the NHS then you need to contact:

Patient Advice and Liaison Services (PALS)

There is a PALS in every NHS trust. They can provide further information and discuss options with you about how your complaint can be resolved. PALS can take up some complaints on your behalf. You can find your local PALS office via the website: www.pals.nhs.uk or by asking your local GP surgery or hospital for their details.

Independent Complaints Advocacy Service (ICAS)

ICAS is a free, confidential and independent service, which can help you make a formal complaint about NHS services, and has offices across the country. Find out more online, or by calling NHS Direct.

The Patients Association

This is a national healthcare charity that highlights the concerns and needs of patients. They provide advice, health news, signposting to further information and general advice.

Helpline: 0800 345 7115

Email: helpline@patients-association.org.uk

Web: www.patients-association.org.uk

How we ensure a good quality service

We will visit you regularly to check that we are meeting your needs. We carry out spot-checks, individual and group meetings with staff to assess how they are performing.

The Care Quality Commission (CQC) inspects what we do. Our last inspection was in February 2018 and at this inspection we were rated Outstanding in the areas of care and leadership, and Outstanding overall. The Care Quality Commission also carried out a "direct monitoring activity call" with us in June 2023, in advance of which

feedback was obtained from 25 of our current clients. They published a report following this call and a report of this and of our latest inspection report can be found on the CQC's website at www.cqc.org.uk or by telephoning the CQC on 03000 616161

Every year, we also send you a 'client satisfaction survey'.

We will also use the feedback you, your family, your representatives and carers provide (and that provided by our other clients) to develop and improve what we do.

Our policies and procedures

To ensure we maintain a high standard of practice we have written down where we stand on certain important matters and how we handle certain common situations. Our policies and procedures cover the following areas:

- Our 'Statement of Purpose', which explains our aims and objectives.
- Personal safety for staff.
- Making sure we keep information confidential.
- Making sure we do not discriminate against anyone.
- Health and safety.
- Moving and handling people we care for.
- Dealing with accidents and emergencies.
- Dealing with abuse and bad practice.
- Data protection and giving the people we care for access to their care records.
- Meeting clients' nutritional and shopping needs
- Helping with medication.
- Handling money and dealing with financial matters on behalf of people we care for.
- Maintaining records in the home.
- Dealing with challenging behaviour.
- Entering and leaving people's homes.
- Donning and doffing PPE and infection control.
- Complaints and compliments.
- Staff discipline and complaints.

- Staff learning and development.
- Working with clients at the end of their life and once they have died.

These policies and procedures are available for you to read at any time.

Equality and diversity

We subscribe to the view that equality and diversity are all-encompassing principles that apply to our clients and staff alike. By following these principles, we aim to ensure that no-one in our service – client, employee, or volunteer – is discriminated against, with regard to ethnic background, language, culture, faith, gender, age, sexual orientation or any Protected Characteristic as stated in the Equality Act 2010.

We do this for our clients by providing person-centred needs assessments and developing bespoke individualised care plans.

We do this for our employees by supporting them holistically in their work and having clear policies and procedures in place that are aligned with best practice guidance.

Everyone working for and using our service is expected to respect each other and the different ethnicities, cultures, religions, genders and abilities we each bring.

How to contact us

Our office is staffed between 8am and 5.00pm, Monday to Friday. Our staff will be able to answer any questions you may have.

On the weekday evenings, our Director, Lee Smith, is always on call on **07769 908 468** or **020 7871 9450**.

For the weekends we rotate the on-call across our management team; if you call the company number you will get through to the manager in charge.

We also have an on-call email which is on-call@kingsmithcare.co.uk

Our other contact details:

Email: oncall@kingsmithcare.co.uk

Post: The Creighton Centre, 374 - 380 Lillie Road, London SW6 7PH.

For additional details our website is: **www.kingsmithcare.co.uk** and our social media can be found via **www.linktr.ee/kingsmith_care**

Insurance cover

We are fully insured to deliver care services in your home (excluding nursing care). We have employer's liability insurance of £10 million, and public liability (including malpractice and treatment risks) of £10 million. You can request a copy of our insurance policy and schedule from our office.

Revisions of this document

We review all of our policy documents from time to time to make sure that they are still relevant and accurate. We welcome any comments you have about this or any other document we provide.