

Working with Other Providers and Agencies in Domiciliary Care (England) Policy

Policy Statement

This care service accepts that to provide the highest standard of care for our service users it is vital to work in partnership with other professionals and services. The service is committed to achieving the standards set out in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

This policy should be read in relation to the corresponding policy on [Sharing Information with Other Providers and Agencies \(Domiciliary Care\)](#).

The service understands that to comply with this regulation we need to:

- work closely with other services that are also involved in providing care, treatment and support to our service users and that may have a shared responsibility with us for them; notably GP, hospital and other medical services and adult care services, but also other community services, and the safeguarding authority where required.
- share and exchange information with such other services that enables our service users to obtain the services they need in timely, seamless ways that minimise disruption to their lives and any distress they might experience (see separate policy on [Sharing Information with Other Providers in Domiciliary Care](#))
- make sure that when obtaining or passing on relevant information to other services our policies on [consent](#), [confidentiality](#) of information, data protection and the sharing of information (which is based on the “need-to-know” principle) are all followed
- work closely with other services and previously agreed protocols when emergency situations arise such as outbreaks of infectious illnesses
- support service users to access other health and social care services that they need.

Key Procedures

Starting service delivery

The service makes sure that there is adequate information on all new service users from the services previously involved so that it can assess and meet their needs in a timely manner to establish consistent and continuous care.

Issue Date	12/03/2022	Review Date	11/03/2024	Version	1
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When preparing to start providing services for a new user transferring from another service, this care agency appoints named staff members to act as points of contact to receive and process necessary information and documentation and co-ordinate the whole admission process.

The named staff members (or key workers) act as link workers with other external services involved to make sure that the new person's needs are fully addressed and met.

Transfer

When someone moves from the service temporarily or permanently to another service, or when another organisation becomes involved, this care service appoints a named staff member to collate and pass on all the information and documentation needed by the receiving service to carry out their care, treatment and support. This will include any advance directives that the person might have drawn up.

The named staff member will continue to act as a link person to provide any further information and help that the other service requires and to support the individual in the transition to the other service and back again to the service if they return, eg after discharge from hospital.

Staff will continue to work with other services to secure the best outcomes for the individual whose care is shared with other services.

Emergencies

The service has policies and procedures for summoning help for a service user in an emergency.

It instructs staff who are involved in summoning help or assisting to address the emergency to make sure that any receiving services, eg paramedics, have all the information they need to carry out their work on behalf of the service user and that this information is passed on to any other service, eg Accident and Emergency, in line with their requirements. This information should include any advance directives issued by the person that has been passed on to the care service.

Depending on the circumstances requiring emergency help, a senior staff member is responsible for the collection and collation of the information and documentation that needs to be passed on. If available the person's care worker could also take on or take over that role.

Staff members are instructed to give the receiving services every help that they need to make sure that the service user is safe and their needs are being fully met.

Supporting service users to access other services

The service records on individuals' care plans both their needs for additional services and the help it provides in obtaining and accessing them in line with their wishes and preferences.

Issue Date	12/03/2022	Review Date	11/03/2024	Version	1
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The service always supports the person to obtain full benefit and value from these services.

Safeguarding

When a safeguarding alert is raised, the service will co-operate fully with the safeguarding authority in the enquiries made and following actions, including the sharing of all relevant information. The service will ensure that the service user or their lawful representative's consent is obtained to the process.

Training

Staff training is carried out in relation to all aspects of this policy. All training, including induction training, is in line with the guidance and standards produced by the relevant social and healthcare workforce development organisations.

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