

Appendix 6 - Hammersmith and Fulham Revised Home Care Standards

1. Say hello and announce yourself when you enter a person's home. Please be cheerful, smile & be friendly as you may be the only person they see that day.
2. Make sure your name badge is visible.
3. Be polite and punctual and let the person, or, your home care office, know if you're going to be late.
4. Let the resident know what you are there to do and that they are in agreement.
5. Check that they have a copy of their care and support plan that it is visible to them. If not visible, explain the contents to them.
6. You need to check that they have telephone contact details for the office.
7. Ask someone if they would prefer to be called, Dr. Mrs, Ms, or Mr. etc. or, by their first name.
8. Please be professional. Do not talk about your own personal issues. Please do not make personal phone calls on your mobile phone when in someone's home. Please adopt a professional dress code. For example, no low-cut clothing, or shorts etc.
9. Offer help but don't take over-help, the person you are caring for must be encouraged to maintain their independence.
10. You are a visitor in their home and you must respect their wishes– they choose who to let into their home and if they ask you to leave you must do so. You must report this to your supervisor immediately.
11. Do not assume you can use their things without their permission e.g. answering their phone, making a call, or using their bathroom – always ask.
12. Be culturally sensitive – are there things they cannot eat, or things they need to do at certain times?
13. When you leave, think about the state you are leaving everything in – you may have left the kettle half-full which is too heavy for them to lift, they may want you to put any rubbish in the external dustbin rather than kitchen bin. Have you left them comfortable with a drink nearby and everything they need?
14. Dispose of any stale food in the fridge with their permission.

15. When you leave say goodbye, close the door quietly behind you and lock it, as required.
16. If you have noticed a significant change in the resident's physical, or mental wellbeing, or notice their fridge is empty and they've lost weight; are confused etc. Please ensure that you raise your concerns, without delay, with your field care supervisor, the residents' involved relative, the HCT and the GP as appropriate.
17. After you have left, as part of your reflection, ask yourself, have I been:

CARING – was emotional support given to the resident if needed?

RESPONSIVE - was all the care I assisted with respond to their needs as outlined in the support plan?

SAFE – How safe did I leave the resident, could I have done something differently?

EFFECTIVE – Did I have the right knowledge, skill and experience to do was expected of me.

Am I able to learn continuously and improve?

What will I do differently on my next visit as a result of my learning?

Would a learning diary help me to deliver a high quality service?