



LIVE-IN NURSING 

*Exceptional People. Extraordinary Care.*



## OUR PROMISE

Old age is not an illness and with our help and support, you can maintain your independence in your own home.

We know live-in Care and Nursing is a better way to help older people age well by living as independently as possible in their own home.



# OUR HERITAGE

Founded in 1962, Consultus Care and Nursing is one of the UK's longest established live-in care and nursing providers. With over 60 years' experience, our family ethos of integrity, dignity and compassion continues to be reflected in everything we do, which means you can trust our high standards of consistent care. 85% of our clients come to us from recommendations.



Mrs Seldon with her carer >

## OUR PEOPLE

With years of experience we know that happy, committed and well trained professional live-in nurses are the key to our success and we strongly believe in looking after them, so they can continue to look after you.



Peter Seldon & Anne Stevens >



Peter Seldon, CEO

*"My personal conviction is that older people are best cared for in their own homes which comes from my own first-hand experience, and the feedback from many clients of our 24/7 live-in care, and our 24/7 live-in nursing service over time.*

*As the closest family member, I personally oversaw the care and nursing of my mother delivered by Consultus nurses as well as carers over a nine year period. My parents had been devoted to each other for over 58 years and when my Father passed away in 2006 my Mother lost all interest in life.*

*The care and companionship provided by her rotational 24/4 live in carers made her feel that life was still worth living again, and they were later supported and complemented by her rotational 24/7 live in nurses from Consultus when a heart pacemaker was required towards end of her life.*

*The nurses made my Mother feel especially well cared for and valued. She lived until she was nearly 95 and showed no sign of dementia during her life. I feel this was in part due to her continuing to enjoy life and I'm certain this chiefly came from the daily stimulus of the interaction she received from her carers as well as her nurses later in her life, and to put it simply : how important they made this ageing lady feel.*

*My family and I will always be immensely grateful to those carers and nurses – and they know who they are"*

# WHY CHOOSE CONSULTUS?

We are the only care agency in the UK to offer a range of comprehensive services from live-in care to specialised live-in nursing, which will be available as and when your health needs evolve over time.



*“To all the staff who have helped me find wonderful people to enable me to keep going in my own home, thank you so much!”*

Betty, Client

# SAFE IN OUR HANDS

Private, professional, 24/7 live-in nursing is an affordable and in most cases, a better and more attractive alternative to residential nursing via a nursing home.

With the help of our experienced Nurse Co-ordinators, you can consider the level of support you or your loved one needs, the great advantage being that whichever service you choose, you are investing in one-to-one nursing, in a place where you feel most comfortable; your own home.

We believe we are changing the face of ageing. Alongside a growing network of professionals, with whom we share our expertise, we recognise the growing demand for 24/7 nursing at home, from both clients, and established nurses who want to join us in taking a professional and conscientious approach to this sector.

## PLANNING

Individuals and families typically want to take responsibility for their own long-term care, by planning ahead as much as possible. Whilst the resources of the State are limited and

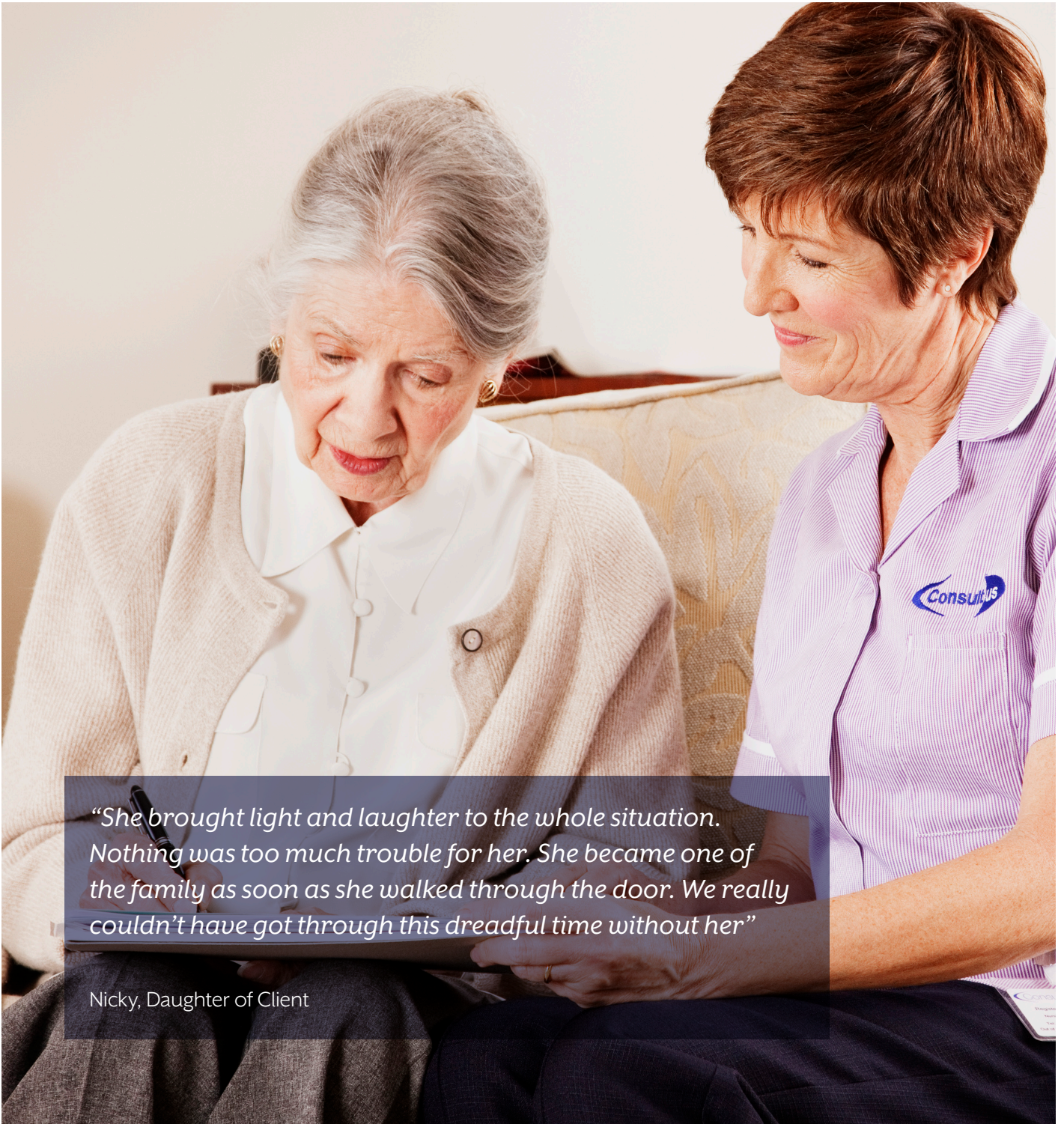
already stretched, it is never too soon to start planning. The earlier families explore the financial options available, the more likely they are to achieve their ideal care choices in the longer term.

## FUNDING

Funding is a sensitive subject, however, Consultus Care and Nursing is available to signpost you towards the best options, based on our experience. The equity withdrawal market is now very competitive and has become much more flexible. Cash can be raised from releasing partial equity in the family home, serviced annually, which avoids debt on the estate increasing beyond the actual cash withdrawn. In all cases, you retain the right to live in your home until the end of your life.

Our own research through the polling company, One Poll, confirms that 97% of people wish to stay in their own home and that is hardly surprising. With Consultus Care and Nursing that preference can be met in the best possible way.

We are committed to further raising the standards of one-to-one, personalised, 24/7 live-in care and in doing so will continue to change the face of ageing.



*“She brought light and laughter to the whole situation. Nothing was too much trouble for her. She became one of the family as soon as she walked through the door. We really couldn’t have got through this dreadful time without her”*

Nicky, Daughter of Client

## WHAT CONSULTUS OFFERS YOU

Consultus offers a wide range of live-in care and nursing services and support options, giving you and your family peace of mind.

# LIVE-IN NURSING

Our live-in nursing service is fully managed by professional Nurse Co-ordinators offering the highest levels of reassurance and support to clients, their family and friends.

Our clients are treated with dignity and compassion by highly experienced nurses, and benefit from 24-hour medical care on a one-to-one basis, in the privacy of their own home.

## THE KEY BENEFITS OF OUR NURSING SERVICE

One of the benefits of using Consultus' live-in nursing services is the flexibility we are able to offer to our clients through our provision of both nursing and care services. Our Nurse Co-ordinators are experienced in analysing the individual needs of each client and assessing the appropriate level of care required.

### OUR NURSES WILL:

- Provide End of Life Care – liaise with all members of the multi-disciplinary team to ensure good and effective symptom control including administration of injections to alleviate distressing symptoms when they occur rather than having to wait for a community nurse
- Deliver ongoing treatment and professional guidance for clients and their families
- Liaise with existing healthcare professionals
- Where necessary, arrange home specialist equipment
- Prevent unnecessary admission to hospital by early identification and immediate treatment of any additional medical problems
- Enable early post-operative release from hospital, facilitating a smooth transition and continuity of care
- Provide specialist nursing and assistance with advanced medical conditions
- Administer medication, orally or by injection
- Ensure infection control
- Offer companionship and emotional support
- Accompany the client to appointments and on outings to visit family and friends
- Assist with a client's personal care
- Undertake light housework, laundry and shopping
- Plan and cook nutritious meals





# NURSING AT HOME

## OUR LIVE-IN NURSES

Our team of live-in nurses are available to look after individual clients or couples in short or long-term bookings where continuity of care is required.

### Short-term nursing may be required for:

- Rehabilitation eg. post surgery
- Avoidance of hospital admission
- Early discharge from hospital
- Respite care
- Palliative care

### Long-term nursing may be required for:

- Chronic medical illnesses such as Multiple Sclerosis, Motor Neurone Disease, Parkinson's Disease, or following a stroke
- Dementia and Alzheimer's Disease
- Frail clients wishing to stay in their own home

Each Consultus nurse is carefully selected to meet a client's specific nursing requirements and will act as a source of expertise for the client and their family. In addition to their nursing duties, nurses provide companionship, and undertake cooking and light housekeeping tasks.

Our experienced nurses are mindful that they are guests in our clients' homes. As such, they will fit into each client's normal routine and carry out their duties as unobtrusively as possible.

## OUR NURSE CO-ORDINATORS

Our team of Nurse Co-ordinators are all registered nurses with considerable clinical experience in a wide range of specialities.

They offer a fully managed 24-hour service tailored to your individual requirements, and are a source of advice for you and your family.

Following an initial assessment by telephone, they provide ongoing professional support to clients and nurses. Regular reviews are conducted to ensure that the medical care in place continues to be appropriate to the client's changing needs, and that the Company's high standards are maintained.



# OUR NURSES

Every Consultus live-in nurse shares the Company's values, and is recruited for their experience and expertise. They are reliable, compassionate and committed to the physical and emotional well-being of their clients.

Our dedicated nurses liaise closely with other healthcare professionals to ensure clients receive the optimum care. Our nurses are all very experienced in many areas including:

- Administration of medication, injections and monitoring syringe drivers
- Pressure area care
- Continence and catheter care
- Stoma care
- PEG feeds
- Tracheostomy care and suctioning
- Safe moving, manual handling and hoisting
- Health promotion and recuperation
- Healthy eating and meeting dietary requirements



All Consultus nurses are subject to the strictest selection procedure during which they must provide;

- Documentary evidence of qualifications and registration with the Nursing and Midwifery Council (NMC)
- Confirmation of at least three years post-registration experience within the UK
- Full employment history
- Two professional references commenting on their clinical skills and competencies
- A record of their on-going Continuing Professional Development (CPD)

Eligible nurses will then be interviewed by a Nurse Coordinator. Disclosure and Barring Service (DBS) Enhanced Disclosure checks will also be made, which includes yearly updates.

# TRAINING & EXPERIENCE

Our nurses must have particular experience and training prior to becoming a Consultus nurse. Additionally, as part of their ongoing Continuing Professional Development (CPD), our nurses will be required to complete their mandatory yearly updates.

## TRAINING

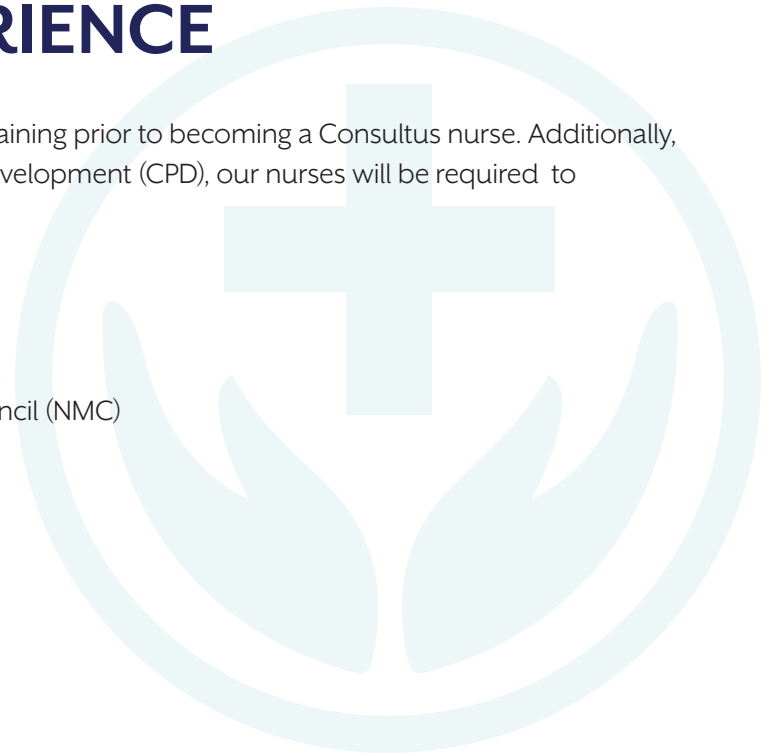
- Registered General Nurse (RGN) qualification
- Registered with the Nursing and Midwifery Council (NMC)

## EXPERIENCE

- Acute hospital
- Community
- End of life

## MANDATORY YEARLY UPDATES

- Moving and handling
- Basic life support
- Mental Capacity Act
- Infection control
- Information Governance
- Fire safety
- Conflict resolution
- Safe guarding adults
- Lone worker
- Health and safety
- Food hygiene
- Equality and diversity





# A GUIDE TO LIVE-IN NURSING

*Exceptional People. Extraordinary Care.*

## CONSULTUS NURSING AT HOME

Consultus is acknowledged nationally as an expert in live-in nursing, and provides qualified and experienced registered nurses to clients in England, Wales, Northern Ireland and the Channel Islands.

We aim to provide our clients with a service that not only meets their requirements but exceeds their expectations.

Our clients may be privately funded individuals who prefer to receive expert professional nursing care in the comfort of their own home or healthcare providers, such as the NHS that arrange Consultus Live-In Nursing on behalf of their patients.

Our live-in nurses look after individual clients or couples on short-term (minimum four days) or long term bookings where continuity of care is required.

The Live-In Nursing service provides a fully managed service

allowing the nursing care of even the most chronically ill patients to be transferred to the home environment.

Our Nurse Co-ordinators, all registered senior nurses, ensure continuity and consistency of service by providing the most appropriate nurses in terms of skills, expertise and personality. They are on-call 24 hours a day, 365 days a year, responding to the changing needs of our clients, while our nurses offer the peace of mind and reassurance of round the clock professional nursing care.



The Consultus Live-In Nursing service has been rated 'good' by the independent regulator, the Care Quality Commission (CQC) and continues to maintain the very highest standards of care.

## ABOUT THIS GUIDE

This guide aims to give our clients important information about the Live-in Nursing Service.

Nurses are engaged under 'contracts for services'; effectively they are temporary workers, paid directly by Consultus.

You should read this guide in conjunction with our Terms of Business and current fees tariff together with their accompanying notes.

## EXTRACTS FROM OUR STATEMENT OF PURPOSE

- It is our belief and experience that during any period of sickness, frailty or vulnerability, people are happiest and most content in their own homes
- So far as is practicable, we aim to help our clients to continue living in their own homes for as long as they wish
- The Registered Manager of the service may be contacted via our offices at 17-19 London Road, Tonbridge, Kent, TN10 3AB
- Clients are encouraged to comment on our services at every opportunity

## LIVE-IN NURSES

All our nurses must have at least three years post registration experience and extensive skills in nursing patients with complex needs, including the elderly, chronically ill, post-operative, palliative and end of life patients. Nurses can also assist with cooking and light housekeeping.

Like all nurses practicing in the UK, they must be registered with the Nursing and Midwifery Council (NMC).

We assign only those nurses with appropriate training and experience related to the needs of the client and cover, for example:

- Administration of all types of medication including injections (excluding intravenous medications or fluids)
- Palliative and end of life care
- PEG feeds
- Stoma care
- Catheter care
- Safe moving and handling
- Liaising with GP's, District Nurses and other healthcare professionals as part of a multi-disciplinary team
- Advice and support to clients and their families
- Cooking, nutrition and special diets
- Companionship

## BOOKING PROCEDURE

To book a live-in nurse, please telephone the Live-In Nursing department. One of our Nurse Co-ordinators will discuss your needs and preferences in detail and give you an accurate cost. If you have a representative to whom we should speak, we will make arrangements through this individual.

We may need to contact your GP, District Nurse or hospital to discuss your care. If so, you will need to provide explicit permission to disclose personal and medical information to us. A detailed care needs assessment will be discussed with your or your representative to ensure all your needs are met.

When you have given provisional approval for the service to begin, we will match your needs and preferences with the skills and capabilities of our available nurses and will select the most appropriate person(s) and check that they are able to start on the date you have given us.

We will then tell you about the nurse and get your final consent for the service to begin.

Thereafter, once the chosen nurse has committed to the booking, the arrangement will be deemed confirmed and a deposit equal to four days of work will be taken and offset against your first invoice. Please note the deposit will not be refunded if the booking is cancelled or reduced below four days of work.

We will send you Terms of Business for signature. Consultus Care and Nursing is now using a secure online signing tool for clients and their representatives to be able to view and sign documents online. Hard copy documents can still be provided, however this may cause a delay in the start date.

We will also send you a letter verifying the particulars of the booking along with the professional profiles of the booked nurse(s).

An individual nurse's assignment usually lasts for up to 14 days. Each nurse will call you a couple of days before arrival to introduce themselves and confirm travel arrangements. Wherever possible the same two nurses will be assigned to your rota to maintain continuity of care.

## BOOKING DURATION

You may book the service for a set period of time or indefinitely, according to your needs. The minimum booking is four days.

The minimum charge applied to any booking will equate to the first four days, Monday – Friday rate. In the event that the booking does not go ahead, for whatever reason, the deposit is non-refundable. In all other circumstances, the deposit will be deducted from your first invoice. Assignments starting on a weekend day will be subject to the weekend day rate.

## TERMS

Consultus provides all services based on the understanding that the client has read and understood the Consultus Terms of Business and this Guide to Live-in Nursing. Consultus reserves the right to alter its rates at any time, but will endeavour to give clients at least 28 days' notice of any change. Where the cost of the service is to be shared between two parties both must sign copies of the Terms of Business.

## ARRIVAL AND HANDOVERS

If you are leaving a hospital, hospice or care home, we may be able to arrange for our nurse to meet you there for a formal 'handover' from other professionals involved in your care.

Where care is to continue after the nurse is due to complete an assignment, we will arrange for a new nurse to arrive before the first nurse leaves and they will conduct a formal handover. These normally happen between 12pm and 2pm.

## ROTAS

We usually confirm nurse rotas several weeks ahead and will send you an update with the details. Please check this carefully and let us know as soon as possible if you have any queries about the content. If you particularly like certain nurses please let us know and we will endeavour to add them to your rota.

Any return bookings must be organised through the Live-In Nursing department and not directly with the nurse. In the unlikely event you do not get on with a particular nurse please tell us as soon as possible and they will not be reassigned.

## WORKING HOURS AND RATES

For the duration of the assignment, the nurse will devote his/herself to your care. They will stay with you in your home and be flexible with start and finish times in accordance with your preferences, expecting to work 10 hours a day, seven days a week and to be on hand at night in case of urgent need.

Our fees cover the nurses pay, workplace pension and national insurance contributions, statutory holiday pay and mandatory training.

VAT is not applicable to the cost of domiciliary care or nursing.

The normal working day is 12 hours with two hours break time, typically worked between either 7:00am and 11:00pm, or 11:00pm and 7:00am. Different hours can be arranged according to your wishes - actual times of work should be agreed in advance between the client and Nurse.

It is beneficial to the health and safety of both the nurse and client that the nurse has adequate sleep at night and rest during their break. Therefore, the Nurse should benefit from eight hours uninterrupted sleep. If the Nurse is regularly called at night, then an additional Nurse or Carer should be arranged for night duty.

The nurse will have a certain amount of paperwork to do each day and this will be done during scheduled working hours.

All our nurses sign an agreement to opt out of the Working Time Regulations Act 1998 which stipulates that no-one may work longer than an average of 48 hours per week.

## BREAKS

The nurse is entitled to a single break of two hours during the working day or multiple breaks totalling two hours depending on the needs of the client but this must consist of periods of at least 20 minutes when the working day is more than six hours long.

Together, you and individual nurses will arrange the duration and times of any breaks. The breaks, which should if possible be agreed in advance, will be flexible according to circumstances. If the client cannot be safely left during the break period, it is up to the client's representative to make provision for this. If it is not possible for the Nurse to take a break then this time will be claimed as additional hours (in quarter-hour increments).

## TWO CLIENTS

Where a nurse is routinely providing care to two people in the household, different rates will apply. If you are paying our two-person tariff and during the booking one client goes away for a period of 24 hours or more, please make sure the nurse notes this on his/her timesheet. We will then charge the one-person rate for the relevant day(s).

## TWO NURSES

Some clients need 24-hour nursing care, whilst others need a second person to safely manage moving and handling. In these circumstances, you can choose to arrange for an additional part-time assistant from a local agency or ask us to provide an additional live-in carer from either of our Live-In Care services.

## KEEPING IN TOUCH

We will keep in contact with you and/or your representative throughout the booking. Our Nurse Co-ordinators will, of course, contact your representative if there is ever any kind of problem such as a deterioration in your health.

However they may use their discretion before calling about matters which, in their professional opinion are not serious.

Please talk to us or the nurse in the home if there is anything you wish to know or discuss.

## ACCOMMODATION AND EXPENSES

Nurses should be provided with a private bedroom, with internet, access to essential household amenities and three meals a day. If there are two nurses living in, then a private room must be available to each of them.

The nurse's room should be as close as practicable to yours so that he/she can hear you if you call. We recommend the installation of a bell system or an intercom between the two rooms.

Should the Nurse be expected to purchase her own food, a daily allowance of £8 per day may be claimed.

Nurses are not entitled to use your telephone for personal use.

Travel and other expenses may be claimable for trips taken during the booking in relation to shopping and outings, etc. Please do not pay any expenses directly to the nurse; we will add them to your invoice (please also see 'Timesheets & Invoices', below).

Nurses are forbidden from bringing their own friends, family members and pets into your home.

## MEALS

In most cases, clients or their representatives arrange for food to be made available to nurses who very often cannot leave the house to shop for themselves.

The nurse works with you or your representative to keep food costs to a minimum and will usually eat whatever you eat to make best use of the household budget. If the nurse has special dietary requirements we will discuss this with you before they are assigned. Naturally, nurses expect to prepare their own meals.

## TIMESHEETS AND INVOICES

Each week the nurse will submit a timesheet to you that should state accurately their hours of work and any claimable expenses. Any additional time worked over the standard 10-hour day, within a 24-hour period, will incur overtime pay rates. Any overtime should be calculated to the nearest quarter of an hour (minimum 15 minutes).

**Please check the timesheet carefully and sign to verify its accuracy. If there seems to be any inconsistencies, please call us as soon as possible.**

Only you or your nominated representative should sign the timesheet. If a signature cannot be obtained during the assignment, the nurse will return the timesheet to our Finance department unsigned and we will verify those details with you. The timesheet should never be signed by the nurse on your behalf, or altered by the nurse after it has been signed.

However, a client's failure to sign a timesheet does not remove the nurses right to be paid promptly by us for time worked.

The nurse's salary and expenses are based solely on the timesheet's content and will, whenever possible, be paid within a week of the timesheet's arrival. It is therefore vitally important that we are notified of any suspected errors immediately.

We ask that clients settle their account by Direct Debit within 28 days and we reserve the right to charge interest on amounts that remain unpaid (please see our Terms of Business). We will provide a monthly statement detailing recent transactions and any outstanding amounts.

If you receive funding from an insurer or other organisation, we would normally expect you to settle our account and reclaim this from the third party. Please let us know if this would not be possible.

Following receipt of the nurse's time-sheet, we invoice weekly for services provided between the preceding Monday to Sunday. The daily charge includes contributions towards Employers National Insurance, statutory holiday pay and agency commission. Home nursing is exempt from VAT.

Where the cost of the service is to be shared between two parties, the client should give Consultus one main point of contact for clinical matters and supervision. It should be clear who that contact will be and whether, in the absence of that person or authority, another party may sign time-sheets relating to work carried out.

## CARE NEEDS ASSESSMENT, CARE PLANS AND RISK ASSESSMENTS

One of our Nurse Co-ordinators will carry out a detailed Care Needs Assessment before the service begins which may include communication with your next of kin, your GP, District Nurse, other healthcare professionals or anyone else involved in your care.

Within 48-hours of arrival, the nurse will complete care plans that describe your current needs and how they will be managed. The nurse will also complete risk assessments.

The care plans and risk assessments will be fashioned with full consideration of your health, safety and comfort. It will identify ways that maximise your privacy and dignity, your independence and other factors that contribute to your quality of life. Once ready, we will ask you to sign them to confirm they meet with your approval. Copies of care plans are kept at your home and on our systems.

If you receive assistance from social services or district nursing, they might initiate your care plans and we will work collaboratively with them to make sure your needs are met in full.

Each nurse will keep a daily record to show compliance with care plans and any requested or unavoidable departures from it. Our Nurse Co-ordinators regularly review care notes. Care plans are kept under review and any changes to them will be made with your involvement.

## ADMINISTRATION OF MEDICATION

Nurses must follow our policy, as well as NICE guidelines, RCN, RCP and local authority guidelines. A record of the medication regime will be clearly documented in your nursing records.

## CANCELLATION OR EARLY RELEASE

You may cancel, interrupt, shorten or postpone the service by calling us. In this case a four day Early Release Fee will be payable. For details please refer to our Terms of Business.

## STANDBY

Upon postponement or interruption of a confirmed booking, we will do everything possible to keep the package of care in place so the nurse rota remains unaffected and the most appropriate nurses remain available. However, as

nurses are not paid unless they are at work, they are at liberty to seek alternative employment. To safeguard the rota you may choose to pay your allocated nurse to remain on standby and we will invoice you for the required amount. You may also need to meet any additional travel or accommodation costs incurred by a nurse already in situ.

## PERMANENT EMPLOYMENT/INTRODUCTION FEE

Should the client, or a person introduced to the nurse by the client, wish to employ the nurse on a private basis, an introductory fee will be payable to Consultus. Please see our Terms of Business.

## HEALTH AND SAFETY

By law, you must tell us about any risks (including environmental hazards or 'notifiable diseases') known to you. Upon arrival in your home, nurses are obliged to carry out risk assessments. Please note, we have a legal obligation to advise our nurses of any potential risks associated with a person or place of work.

We ask you to work with us to reduce risk and eradicate any identified hazards.

This may include the installation of equipment to help with your mobility and transfers as recommended in the care plan.

Nurses should not be expected to use hoists or other equipment in your home unless such equipment is in a safe condition and the necessary checks and maintenance have been undertaken. The contact details of equipment providers, together with the dates of the last and forthcoming maintenance inspections should be stated in the care plan or made available on request. Each piece of equipment may have its own 'quirks' or be slightly different to similar models. Instructions or training should be provided where equipment is unfamiliar to the nurse.

Moving and handling regulations require nurses to take care of their health and that of others by using only safe techniques. We therefore operate a 'no lifting' policy. Nurses will instead move you using suitable aids and methods. Our nurses undergo annual moving and handling training.

## ACCIDENTS

Please report to us any accidents or untoward incidents involving our nurse as soon as possible. Our nurses have a duty to do the same. A 'responsible person' must, under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR), report certain accidents and incidents to the Health and Safety Executive.

We would discuss this with you should there be any occurrence of notifiable diseases, acute illnesses, a serious injury, gas incident or act of violence.

## EMERGENCIES

As a result of our stringent recruitment policy and regular monitoring, our nurses are capable of dealing with any medical emergency in a calm and efficient manner, liaising with other healthcare professionals as necessary.

All our nurses update their basic life support training annually.

If, in the unlikely event your nurse becomes ill or perhaps receives news of a family emergency, they may need to leave. However, they should only do so after contacting us so that a replacement can be arranged. They will be expected to contact your representative as well.

In cases where the client or other person refuses our nurse access to carry out their duties, the nurse will contact us and we will notify the most appropriate organisation. This may include the police and social services where safeguarding concerns are or may be apparent.

## QUALITY ASSURANCE

Our aim is to provide you with a service that not only meets your requirements but also exceeds your expectations.

Consultus managers and Nurse Co-ordinators provide clients and nurses alike with considerable support and advice. In accordance with national care standards we monitor staff performance through a variety of quality assurance procedures. We therefore:

- Monitor our nurses at work by talking to you and the other health and social care professionals they work alongside
- Ask you to provide us with regular feedback – positive or negative – about our nurses and head office staff
- Carry out regular written satisfaction surveys with clients and nurses
- Conduct regular internal audits to ensure compliance with national care standards

Our regulatory body, the Care Quality Commission (CQC), investigates our service and you may be contacted by them as part of their review. A copy of the latest inspection report can be accessed via their website: [www.cqc.org.uk](http://www.cqc.org.uk).

## COMPLIMENTS

Naturally, we and our nurses appreciate any kind words you may have to say about us or any individual nurse. Letters of commendation are put on the files of nurses and extracts may be used in our marketing material, though we would not publish your name without your permission.

## COMPLAINTS AND INVESTIGATIONS

We welcome all constructive criticism and advice because such comments help us to improve our service to you and others. Any complaint about the care you receive or about a nurse or staff member's behaviour will be treated seriously and we will take appropriate action, which may include retraining or disciplinary action. We may also notify the NMC and other authorities where necessary, i.e. social services. Whilst we endeavour to provide a high level of service, should you ever find cause for complaint, please refer to our Compliments and Complaints procedure, a copy of which is included on page 16.

## CRIMINAL RECORDS

We check potential nurses' names with the Disclosure and Barring Service (DBS) before employing them and regularly thereafter. Nurses have a contractual obligation to tell us about any conviction or caution they receive before or during their time with us.

## CONTRACTS AND POLICIES

Our Terms of Business detail the terms and conditions by which we provide services to clients. Please sign and return a copy of our full Terms of Business, which will be sent to you once we have received your confirmation that you wish to proceed, at your earliest convenience. Non-return of the Terms of Business does not affect its enforceability.

## IDENTIFICATION AND UNIFORM

All nurses should wear a Consultus identity badge and uniform with the Consultus logo embroidered. However, they may wear casual attire if you prefer.

## PETS

Our nurses may help to look after pets as part of an agreed service, but individual nurses are at liberty to refuse contact with animals if they so wish. We ask that pets are excluded from rooms where personal care is given. Please tell us about any animals kept in the home or grounds so that we can avoid allocating nurses with pet allergies.

## CONFIDENTIALITY

All information about you will remain confidential. We use and store records in accordance with the General Data Protection Regulations and CQC guidance. Information is accessed only by authorised staff and nurses who are directly involved in client care and essential administration.

At the Consultus office, we keep any paper records in lockable filing cabinets; computer screens are shielded from general view when displaying personal data. Records may be viewed by inspectors from the CQC or the Employment Agency Standards Inspectorate (EAS) of the Department for Business, Innovation & Skills. You are welcome to view your personal records at any time by applying for copies in writing; a standard access charge of £10.00 may be levied. Please see our Terms of Business for more information.

## ABUSE, AGGRESSION & DISCRIMINATION

Consultus will not tolerate abuse or harassment of any kind by anyone.

Staff members and nurses must not violate the trust you have a right to expect of them and we have firm guidance and policies that cover abuse, neglect, discrimination and other harmful activities. Please report without hesitation any suspected abuse, either to us or to the appropriate authorities.

We will deal decisively with any reports of violence or suspected abuse by or toward a nurse, client or other member of the household.

We recognise that some clients who are confused, frustrated or who suffer from any form of dementia may at times become violent or aggressive. Whilst it is the duty of nurses to be understanding, they cannot be expected to tolerate unreasonable behaviour that may be physically or emotionally harmful. In acute circumstances we advise nurses to remove themselves from the client for their own safety; following extreme or repeated cases of unreasonable behaviour we may decide to stop providing the service.

Consultus has equal opportunities and anti-discrimination policies. We will not discriminate in any way against clients on the grounds of race, religion, nationality, culture, language, age, gender, sexual preference, disability or class. If you feel you have been discriminated against please tell us. Similarly, staff members and nurses have a right to be protected against discrimination or harassment and we may

withdraw our service if a staff member or nurse is subject to such practices.

Consultus Care and Nursing is a non-political organisation and respects diversity and different cultures and values. Our staff members and nurses will respect and abide by clients' beliefs.

## SAFEGUARDING YOUR PROPERTY

Nurses must at all times take precautions to maintain the safety and security of your home and possessions, and respect your right to privacy within your home.

## KEYS

If you are unable to let the nurse into your home, we recommend the installation of a Key Safe. This is a box with a coded lock in which a key is kept, usually fitted near the entry door.

## MONEY, PROPERTY AND PURCHASING

Openness and transparency are essential for all transactions involving money:

- Nurses should not spend money on your behalf
- They will record all money handling in the daily nurse record
- Ideally, you should count out money as you give it to the nurse and count the change as it is returned
- Please specify exactly which products and brands are required and which shops the nurse should use
- If you would like the nurse to purchase services for you e.g. organising additional help from a local care agency, we ask that you are absolutely clear about what is required and from whom

Whilst every care is taken to avoid accidents or damage to your property, any liability does remain with you. We recommend having household contents insurance.

## GIFTS AND LOANS

It is strictly forbidden for nurses to solicit or accept from clients or their representatives any loans, advances, gifts of cash (including tips/gratuities) or presents (beyond a token value, e.g. flowers, box of chocolates).

## WILLS

Nurses may not knowingly agree to bequests such as inclusion in wills. We also advise nurses not to witness wills, credit agreements or any other legal documents.

## CARS AND DRIVING

If you would like your nurse to drive, we will try to meet your request although we can make no guarantee. If a nurse has access to your car then it must be road legal. The nurse is under no obligation to use his/her own vehicle for a client's benefit. However if such an arrangement is made, this is entirely at your risk and that of the nurse. We check that nurses who are willing to use their own vehicles to transport clients have appropriate insurance and a clean driving license. We cannot be held liable for any accident or incident that may occur while the nurse is driving or for any speeding tickets or fines the nurse incurs. Any mileage incurred in the nurses' own vehicle while conveying the client or running errands for the client will incur travel expenses.

## SMOKING, DRUGS AND ALCOHOL

Nurses may not:

- Work under the influence of alcohol; neither should they consume alcohol on your premises
- Take banned substances
- Smoke in your home

Please inform us if you believe a nurse has not complied with these policies.

# GETTING IN TOUCH

Consultus Care & Nursing Ltd, 17-19 London Road, Tonbridge, Kent TN10 3AB

Switchboard: +44 (0)1732 355231

Direct lines: +44 (0)1732 770403

nursing@consultuscare.com (monitored during office hours)

The switchboard is open Monday to Friday, 9.00am to 5.30pm (except Bank Holidays)

# REGULATORY & TRADE BODIES

Consultus Care and Nursing Ltd

Regulated as an “employment business” by the Employment Agency Standards Inspectorate (EAS) of the Department for Business, Innovation & Skills and as a Nurses’ Agency by the Care Quality Commission (CQC).

We are members of the Recruitment & Employment Confederation (REC) and United Kingdom Home Care Association (UKHCA) and comply with their Codes of Conduct.





# LIVE-IN NURSING

*Exceptional People. Extraordinary Care.*

## COMPLIMENTS AND COMPLAINTS PROCEDURE

### COMPLIMENTS

Consultus Care and Nursing welcome compliments and suggestions and acknowledge their importance in celebrating and recognising the success of our service and opportunities for improvement, ensuring that the service we provide is to the client's satisfaction.

We monitor all compliments to ensure we are providing a continuous high standard of nursing, and these are logged as part of a quality assurance programme.

As part of our quality assurance, we will ask client's or their representatives to complete an initial 12 week satisfaction questionnaire and an annual satisfaction questionnaire.

Compliments enable us to:

- Understand that our service is being provided to the client's satisfaction

- Provide positive feedback to our nurses
- Influence our organisational and service development
- Maintain our quality assurance programme

How to make a compliment:

We have several different options available to the client's and their representatives when making a compliment.

- Email or contact the Nurse Co-ordinator directly
- Email [nursing@consultuscare.com](mailto:nursing@consultuscare.com)
- Email or contact the Registered Manager Laura Cooper ([l.cooper@consultuscare.com](mailto:l.cooper@consultuscare.com))

### COMPLAINTS

Hopefully your relationship with Consultus Care and Nursing will be without problems. However, should you wish to complain about the service you are receiving from Consultus Care and Nursing, please follow the steps below:

- Please contact your Nurse Co-ordinator, who will attempt to resolve the problem quickly and to your satisfaction
- If your complaint cannot be resolved verbally, you may wish to record details in writing and send your complaint to the Nurse Co-ordinator with whom you have been discussing the complaint. You may wish to ask a friend or relative to write out the complaint for you, which you will need to sign
- If your complaint cannot be resolved by the Nurse Co-ordinator, please contact:

Mrs Laura Cooper  
Registered Manager, Managed Care and Nursing  
Consultus Care and Nursing  
17-19 London Road, Tonbridge, Kent, TN10 3AB  
01732 355231  
[l.cooper@consultuscare.com](mailto:l.cooper@consultuscare.com)

- If you are not happy about making a complaint yourself, we will be happy to find someone from an independent organisation to act for you
- If we receive a written complaint, we will acknowledge receipt of the complaint within 3 working days and come back to you when we have investigated further
- We will write to you within 28 working days with details of our findings, any action we have taken, and our proposals to resolve your complaint
- If we have been unable to resolve your complaint to your satisfaction, you may contact other bodies for assistance
- United Kingdom Home Care Association (UKHCA)
- Local Government and Social Care Ombudsman
- Care Quality Commission (CQC)



# SINGLE CLIENT FEES FOR A REGISTERED NURSE

Rates effective from 4th October 2021

## SINGLE CLIENT FEES FOR A REGISTERED NURSE

		07:00-23:00 or 23:00-07:00	Overtime Hourly
Monday - Friday	10 hours (DAY)	<b>£380.00</b>	<b>£46.00</b>
Monday - Friday	10 hours (NIGHT)	<b>£520.00</b>	<b>£60.00</b>
Saturday - Sunday	10 hours (DAY)	<b>£440.00</b>	<b>£48.00</b>
Saturday - Sunday	10 hours (NIGHT)	<b>£570.00</b>	<b>£67.00</b>

## PUBLIC AND BANK HOLIDAYS ARE CHARGED AT DOUBLE THE MONDAY - FRIDAY RATE

		07:00-23:00 or 23:00-07:00	Overtime Hourly
Bank Holiday	10 hours (DAY)	<b>£760.00</b>	<b>£92.00</b>
Bank Holiday	10 hours (NIGHT)	<b>£1,040.00</b>	<b>£120.00</b>

*Please note, Bank Holiday overtime rates are twice the standard Monday to Friday rate.*

## WEEKLY DAY & NIGHT NURSE FEES

Weekly fee	(DAY)	<b>£2,780.00</b>
Weekly fee	(NIGHT)	<b>£3,740.00</b>

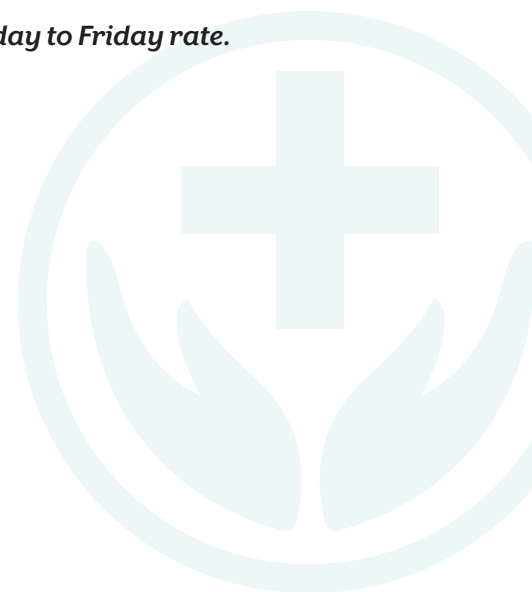
## TRAVEL

Travel cost capped per assignment	<b>£150.00</b>
-----------------------------------	----------------

## DEPOSIT\*

4 days	Monday - Friday	<b>£1,520.00</b>
4 nights	Monday - Friday	<b>£2,080.00</b>

\*Assignments starting on a weekend day will be subject to the weekend day rate. In the event the booking does not go ahead, for whatever reason, the deposit is non-refundable. In all other circumstances the deposit will be deducted from the first invoice.



# TWO CLIENT FEES FOR A REGISTERED NURSE

Rates effective from 4th October 2021

## TWO CLIENT FEES FOR A REGISTERED NURSE

		07:00-23:00 or 23:00-07:00	Overtime Hourly
Monday - Friday	10 hours (DAY)	<b>£460.00</b>	<b>£52.00</b>
Monday - Friday	10 hours (NIGHT)	<b>£620.00</b>	<b>£68.00</b>
Saturday - Sunday	10 hours (DAY)	<b>£520.00</b>	<b>£69.00</b>
Saturday - Sunday	10 hours (NIGHT)	<b>£690.00</b>	<b>£74.00</b>

## PUBLIC AND BANK HOLIDAYS ARE CHARGED AT DOUBLE THE MONDAY - FRIDAY RATE

		07:00-23:00 or 23:00-07:00	Overtime Hourly
Bank Holiday	10 hours (DAY)	<b>£920.00</b>	<b>£104.00</b>
Bank Holiday	10 hours (NIGHT)	<b>£1,240.00</b>	<b>£136.00</b>

*Please note, Bank Holiday overtime rates are twice the standard Monday to Friday rate.*

## WEEKLY DAY & NIGHT NURSE FEES

Weekly fee	(DAY)	<b>£3,340.00</b>
Weekly fee	(NIGHT)	<b>£4,480.00</b>

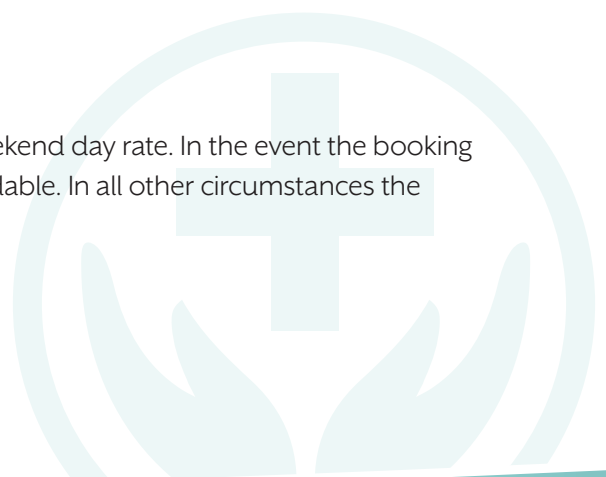
## TRAVEL

Travel cost capped per assignment	<b>£150.00</b>
-----------------------------------	----------------

## DEPOSIT\*

4 days	Monday - Friday	<b>£1,840.00</b>
4 nights	Monday - Friday	<b>£2,480.00</b>

\*Assignments starting on a weekend day will be subject to the weekend day rate. In the event the booking does not go ahead, for whatever reason, the deposit is non-refundable. In all other circumstances the deposit will be deducted from the first invoice.



# HOW DO WE COMPARE ON COST?

The cost of Consultus Live-In Nursing compares very favourably with the rates for residential nursing homes. This becomes even more cost effective when a Consultus nurse cares for a couple in their own home.

## FUNDING OPTIONS

Consultus nurses can be funded privately, by private health insurance, or by NHS Continuing Healthcare funding.

Private health insurance may include part of full payment of costs; your insurance company will provide advice in this respect. Consultus is able to accept more than one funder for a client.

NHS Continuing Healthcare funding is available for clients who require specialist nursing care but wish to be nursed at home. Clients will initially undergo a clinical assessment by the NHS and, if successful, will be financed for home nursing.

With many funding options available, Live-in Nursing is more affordable than you may think.

## IN OTHER WORDS...

*“With your nurse there to care for him, we were able to spend quality time with our father we will never forget”*

A.A.

*“N was more than just a nurse. She was the kindest, sweetest, most caring and respectful nurse we’ve ever had the pleasure of meeting. Her expertise superseded any that we had dealt with in the past”*

P.H.

*“As a family we could not be more grateful for Consultus. Over the last year you have, without question, delivered the most amazing service”*

S.C.

*“She brought light and laughter to the whole situation. Nothing was too much trouble for her. She became one of the family as soon as she walked through the door. We really couldn’t have got through this dreadful time without her”*

G.E.








## Consultus Care & Nursing Ltd

Head Office  
17-19 London Road  
Tonbridge  
Kent  
TN10 3AB

+44 (0) 1732 770 403 / 355 231  
nursing@consultuscare.com  
[www.consultuscare.com](http://www.consultuscare.com)

Follow us:

 Consultus Care and Nursing  
 @ConsultusCare  
 @consultus\_care\_nursing

London Office  
1 Northumberland Avenue  
Trafalgar Square  
London  
WC2N 5BW

+44 (0) 20 7147 7083  
nursingcare@consultuscare.com  
[www.consultuscare.com](http://www.consultuscare.com)



Fully compliant with CQC standards