

# Bush & Co Care Solutions

A helping hand, all in one place.

We're delighted you've chosen Bush & Co Care Solutions for your care needs. Directly employing your own care team, whether it be through a solicitor, case manager, or deputy can be a daunting prospect. Our team are here to ensure that you get the support you need, when you need it; all delivered in a way that keeps you in control at home.

Whether you are employing a full-time support team or part-time assistants, we understand that your needs won't be the same as someone else. The type of care you want, the people you'd like to support you and the way you're supported is unique. We aim to provide flexible, cost effective solutions that put you at the heart of everything we do. Whether you are a family seeking support for an adult or child or an adult seeking support for yourself, rest assured we're here for you.

## About Bush & Co

Bush & Co Care Solutions is part of Bush & Co, a provider with a strong heritage of care, knowledge and expertise in supporting people following life-changing injuries since 1986.

Bush & Co work with the medico-legal sector to provide expert witness services for the Courts, within the litigation process. They also provide case management to people following injury to support them to rebuild their lives and this includes vocational rehabilitation and behaviour therapy support too.

We are curious, passionate, driven and unified. Our way is to challenge the status quo, care about every single thing we do, work with and learn from our diverse network of experienced people and never take our eyes off the end goal.



**INVESTORS IN PEOPLE®**  
We invest in people Gold

## Our Solutions

At Bush & Co Care Solutions we work with your case manager and/or care manager with the recruitment and ongoing support for your care team. From support with adverts and interviews, timesheets and payroll, employee relations issues or training and supervision, there are multiple options that can be tailored to meet your needs and you can talk to your case manager about how this can work in practice for you. Bush & Co Care Solutions can provide:



We are regulated by the Care Quality Commission (CQC) and this means we ensure that the care and support you or your loved one receives is safe, effective, caring, responsive and well-led. In real terms this means we support your case manager with policies and procedures and practical audits of all elements of care to include any care plans, risk assessments and medication management.

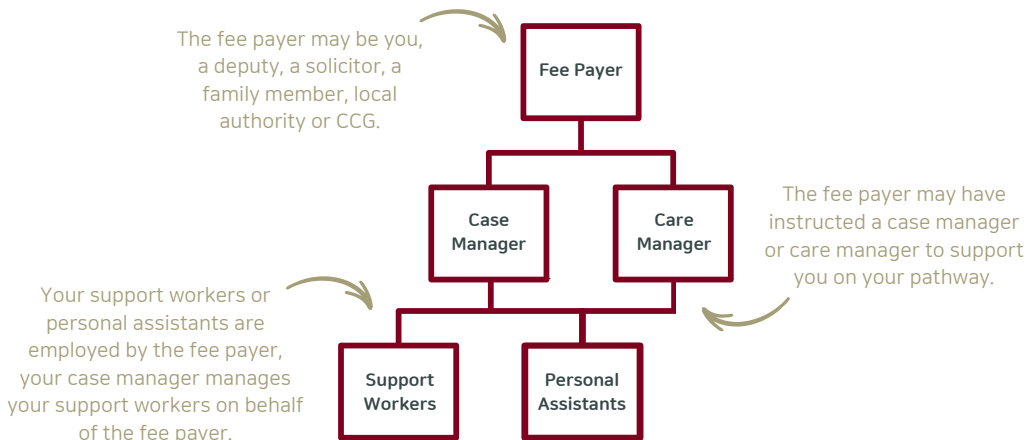
# How it works

When deciding to use the direct employment model, lots of our clients express anxiety about how this works and what it looks like however you can be assured that we have experience in implementing this for hundreds of clients following a life-changing injury.

In reality it isn't a one size fits all model and therein lies its beauty; your specific circumstances are taken into consideration as we know that everyone is on a different pathway.



## Who is involved in your direct employment care pathway?



## Where do Bush & Co Care Solutions fit in to this network of support?

If you have a case manager working with you to support your rehabilitation, Bush & Co Care Solutions support them in all the administration and compliance tasks related to the recruitment and continued employment of support workers. That gives them the ability to focus on your other needs whether that be your ongoing rehabilitation, a change in life circumstances, your work or education for example.

If you do not have a case manager, we provide a care manager to put exactly the same support in place when and where you need it.

You could say Bush & Co Care Solutions is the scaffolding that holds all of your care requirements in place and ensures it's well structured; always making sure you have what you require, when you require it. As we're regulated by the Care Quality Commission (CQC) you can be assured that this scaffolding is safe, effective, caring, responsive and well-led.

All support workers delivering care, whether they be known to you or people you have recruited, have to comply with certain regulatory standards. These standards may be employment law, health and safety or the CQC's compliance standards. It is important that support workers receive all the guidance and assistance they need to be the best at their job they can be.

# Your questions answered



## **How do I know what care support is needed?**

Don't worry, you're not on your own. Any questions around your care and care solutions we are happy to help you explore. Usually your case or care manager can help guide you but you may also want to speak to your family or the fee payer. Alternatively you can always pick up the phone and chat it through with one of our helpful team.

## **Who can be my support worker or personal assistant?**

The beauty of direct recruitment is that you can decide who you want to support you or your loved one. We will help you find the right person for you, to help you live the life you want with the right support by your side. You might want a particular gender or ethnicity, someone who share's your interests; it can be anyone you feel comfortable with if they are the right match for you.

## **How do I decide who I want to support me?**

Some people already have an idea of who they want to support them but for others it can be a tricky decision to make. Your case or care manager will help you set up interviews, decide on your interview questions and guide you through the recruitment process.

## **How much will the support cost me?**

There are many funding routes through which your support may be provided. Please talk to your case or care manager who will be able to talk you through your specific funding situation.

## **Where can I find out more about the Care Quality Commission (CQC) and their assessment of Bush & Co Care Solutions?**

You can find all the information you need about Bush & Co Care Solutions registration with the Care Quality Commission on the CQC website. Simply pop our postcode (NN11 8PB) in to the search bar and all the information you require will be there.

## **Can I change the level of support I want or need?**

We understand that people's needs and requirements can change, we work flexibly with you and the wider team to ensure that you and your wishes at the centre of all your care planning.

If you have a question that we haven't answered in your welcome pack, or at any point during your pathway with us then you can contact your case manager or care manager who are there to help you.

# Your care solution



Every person we support at Bush & Co Care Solutions gets the type of support they need to employ a care team and manage care within the home. The only difference is how this support is delivered and that is based on your needs. It may be a case manager or a care manager who delivers the support but you can be reassured your needs will be met by a group of people who are experienced, caring and understand you.

HR	Care Support and Management	Clinical Governance
Recruitment advertising	Care planning and care reviews	Clinical training
Interview support	Supervision	Competency sign-off
Onboarding	Medication management	Risk assessment
Payroll and pensions	Nursing	Training support
Employee relations including absence management	Rotas	Annual case audits
Leaver processing	Family liaison	Safeguarding

## The role of a care manager

Our care managers are recruited specifically to manage the care and support for you in the home. Whether working in tandem with case management or independently, the primary focus is to ensure the provision of ongoing care over the long-term, the quality of care and the transition between milestones.

# Keeping you safe



There are a number of ways Bush & Co Care Solutions ensures you are kept safe at all times and support you or your loved one to follow the correct processes as an employer. Before the life-changing injury occurred, many people don't ever see themselves as becoming an employer but you can be assured that Bush & Co Care Solutions has everything in place to ensure you can be the very best employer at the same time as receiving the very best care and support.

## Employers Liability Insurance

When the fee payer instructs Bush & Co Care Solutions through the case manager or care manager, we work with the employer to ensure all the appropriate insurance policies are in place to cover support workers working in your home.

## Pre-employment

All support workers, whether they be friends, family or a new recruit, are subject to the appropriate pre-employment checks that are used across the health and social care sector. These are really normal checks but may seem strange if you haven't come across them before.

We ask the support workers to provide two references and undergo an enhanced DBS check. This is a police check which ensures that they do not have any convictions that would prevent them from working with vulnerable adults or children.

We also ensure the support workers have the appropriate permissions to work in the UK. All support workers (in line with Employment Law) are issued with a contract on day one of their employment. This contract is usually drawn up between the case manager or care manager, the fee payer and the team at Bush & Co Care Solutions and is based on information you or your loved one has provided.

You can talk to our Freedom to Speak Up Guardian, Registered Manager or Clinical Lead Nurse by calling 01327 876210 Option 7

## Training and Induction

It is a legal responsibility for all people working on behalf of you to have completed mandatory training before they are allowed to start work. Your case manager or care manager will decide what additional training your support workers may need and will work with Bush & Co Care Solutions to organise this.

All mandatory training is updated yearly so that if advice or guidance changes, your support workers are keeping up to date with the most current practice. Your case manager will arrange an induction for your support workers so they know everything they need to before they start to work with you.

## Care Quality Commission

Bush & Co Care Solutions is regulated and monitored by the Care Quality Commission (CQC). Our involvement in your care means that your care and support and how it is delivered is monitored closely to ensure it is safe, effective, caring, well-led and responsive. This means that not only do we support with recruiting your support workers, we also ensure you have appropriate care plans, risk assessments and medication practices to keep you safe from harm. This is usually coordinated through your case manager or care manager who takes overall responsibility for the care provided by your support team. Bush & Co Care Solutions have a registered manager with the CQC and her name is Jo Wilkins. You can contact her on 01327 876210 or [Jwilkins@bushco.co.uk](mailto:Jwilkins@bushco.co.uk) with any questions or concerns.

# Safeguarding & Complaints

We take keeping you or your loved one safe even further. As well as employment guidance we keep a close eye on the welfare of people involved in care. Whether that be safeguarding everyone's wellbeing or being a listening ear and a trusted advisor when things don't quite go to plan, Bush & Co Care Solutions has policies and procedures in place and dedicated teams of people with welfare at the heart of what they do.



## Safeguarding

We have a dedicated safeguarding team who work with all our clients across the country to safeguard our vulnerable adults and children. Safeguarding is everyone's responsibility and therefore we take all concerns very seriously.

Every local authority has a slightly different safeguarding policy but your case manager or care manager can provide you with a copy of the local safeguarding team's contact details. If you are worried you or your loved one is being abused in any way please let the safeguarding team at Bush & Co Care Solutions know and we can guide you on next steps to take.

Please contact your Case Manager, Care Manager or contact Bush & Co Care Solutions and ask to speak to the Governance Team: 01327 876210

## Complaints

We recognise that there may be times where you may not be happy about the care and support you or your loved one receives. It is really important that we know about it so we can work with you to find the best resolution. Whilst we do not employ your support team, we do work with the employer to manage employee relations.

In the first instance we would always encourage you to talk with your case manager or care manager. They are the person responsible for you or your loved one's care and usually the best person to resolve any concerns you may have. If however you would like to discuss this with someone at Bush & Co Care Solutions we have an email address you can contact: [Governance@bushco.co.uk](mailto:Governance@bushco.co.uk)

If you leave your details and a summary of your concern, someone will get back to you to talk to you about it in more detail.



# What you can expect from us



We think it is important to be transparent and so we've laid out what you can expect from your care manager as they support you with direct employment in the home.

Your care manager will make sure key tasks are carried out from the beginning including putting plans in place and carrying out assessments. They also have important ongoing tasks to ensure you are receiving the support you need and your support team is safe and effective.

## At the start

- Your care manager will complete a pre-admission assessment with you to determine and understand you/your loved one's care needs and their wishes on how they would like their care to be provided.
- They will create a care plan with you and you will review this together (and with your advocate if needed) every three months.
- They will create a set of risk assessments including a house and fire assessment for support staff to follow to ensure everyone's safety including you/your loved one is at the forefront of all we do and to ensure the environment is safe for staff to provide your care.

## What ongoing support looks like

Your care manager will:

- review the care notes and documentation at least once a week to ensure the care plan is followed;
- liaise with our nurse for clinical advice;
- meet with the support team every three months for a team meeting;
- ensure staff are supervised on a monthly basis during their probationary period to help them settle into their new role and on successful completion will meet with each staff member on a 1-1 basis every three months;
- meet with each staff member annually for an appraisal;
- seek your/your advocate's feedback ahead of all supervisions, appraisals and team meetings;
- liaise with the support team on a daily basis and help with Rota management if required;
- listen to you if you have a concern about you/your loved one's care;
- listen to support staff if they wish to raise a concern;
- support the recruitment of new team members;
- ensure successful candidates have two appropriate references;
- ensure all staff have a DBS check prior to their employment beginning;
- establish support staffs' right to work in the UK;
- ensure all staff complete training prior to the beginning of and throughout their employment;
- liaise with our HR team if any performance issues need to be addressed;
- ensure the team are working safely to follow policy, procedure and CQC regulations; and
- collate timesheets and manage payroll each month if required.



# What you can expect from your support workers

We expect all support workers to ensure they follow safe working practices, treat you with dignity and respect and care for you with compassion. Your support workers will become part of your life and it is our job at Bush & Co Care Solutions to work with you from day one to recruit the perfect match for you and your family, ensure support workers and trained, manage employee relations and HR matters and so on.

We have clear expectations of the support workers in your home, just like you.

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I had to complete training before I started working with Bush & Co Care Solutions and my induction with the Care Manager. I had the emergency training face-to-face with the nurse. **Support Worker A, December 2023 CQC Report**

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We are consistently asked and reminded about what to do in case of emergencies or other problems or situations. **Support Worker B, December 2023 CQC Report**

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The Care Manager has carried out a lot of checking to ensure that they got the right staff who would fit in with the extended family. **Family, December 2023 CQC Report**

## Support Worker Expectations

All support workers are required to:

- support us in the application of their DBS application prior to their employment;
- provide details of two referees who we will contact prior to their employment beginning;
- provide identification to support their right to work in the UK check;
- complete and return their new starter forms to create a HR file;
- complete pre-employment training and commit to lifelong learning throughout the duration of their employment;
- complete daily care notes and documentation to evidence they are following your care plan (or that of your loved one);
- attend supervision and appraisal meetings;
- attend team meetings;
- follow the care plan;
- report accidents and incidents;
- report any concerns to us;
- submit time sheets to the Care Manager on 20th of each month; and
- submit holiday requests.



# Medication Management



We understand that management of medications can be a daunting prospect and we are here to help.

Whilst some of our clients' families continue to manage and administer medication, others would prefer their support workers to do this. If this is the case, we are on hand to oversee this process to ensure safe care is delivered at all times.

## When support workers manager medication, we will always:

- undertake a medication competency assessment of each staff member prior to being allowed to administer medication to you/your loved one and then repeat this on an annual basis;
- ensure all staff are appropriately trained to administer medication;
- provide a Medication Administration (MAR) chart every month for staff to use to administer medication; and
- provide an out-of-hours service to ensure staff are provided with an interim MAR chart if you are prescribed a new medication at the weekend.



Please be aware, staff are not allowed to administer any medication to you/your loved one unless it is on the Medication Administration (MAR) Chart.

# Working Together



It is our responsibility to provide safe, effective and well-led care and it is our passion to ensure you and your loved ones feel supported, listened to and protected. Our service ensures that you and your loved ones have a choice, independence and quality of life.

We cannot do that without working together with you and managing a support team in the home environment relies on partnership working as well as open and honest communication.

## Ways you can work with us

It is important that you understand that any potential new support staff cannot commence employment until the DBS clearance is received, we have received two references, their right to work in the UK check is finalised and they have completed pre-employment t and they have completed pre-employment training.

Your support team should also be allowed to:

- participate where possible in care plan reviews and sign and return the care plan agreement;
- commit to lifelong learning throughout the duration of their employment;
- make use of quiet times during shifts to complete training as pre-agreed with you/your loved one; and
- have space and time during their shift to complete their daily care notes and documentation to evidence they are following your/your loved ones' care plan.

## Support and encouragement

To help us ensure well-led and effective care, we ask that you support and encourage support staff to:

- attend supervision and appraisals;
- attend team meetings;
- undertake an annual medication competency assessment before being allowed to administer medication to you/your loved one; and
- not be pressured to administer medication that is not written on the MAR chart.



# Meet the Care Team



## **Jo Wilkins, Head of Care Support Services and Registered Manager**

Jo has worked in care for over 25 years, all of which have been within the neurological sector. She has experience as a registered manager for both inpatient and community services and has developed and managed services across Bedfordshire, Northamptonshire and Oxfordshire for Acquired Brain Injury and Nursing providers. Jo is charged with both the growth of the service and ensuring the care delivery and provision meets the fundamental standards of care.

## **Zoe Scott, Clinical Lead Nurse**

As a registered general nurse, Zoe has over 22 years in care and 17 years' clinical experience working with clients with a variety of physical problems, specialising in the management of adults who have sustained a brain or spinal cord injury or who have sustained multiple injuries that mean they require complex care. This has included swiftly build supporting and therapeutic relationships despite sometimes challenging family dynamics. Zoe is responsible for setting up complex care packages for clients within the home and manages the ongoing requirements for support workers including recruitment, on-boarding, supervision and training.



## **Danielle Marchant, Care Manager**

Danielle has worked in the care sector for over 20 years in a number of settings including Deputy Manager for Brain Injury Rehabilitation, Deputy Manager in Learning Disability Services, Care and Compliance Management and Care Co-ordinator for complex healthcare including spinal cord injury. She is responsible for a case load of clients, overseeing care planning, risk assessments, staffing and medication support. She also works closely with case managers to review care plans and risk assessments to support in maintaining CQC compliance.

## **Carolyn Morris, Care Manager**

Carolyn's varied career pathway has provided her with a solid foundation to deliver exceptional support to her clients. She combines her skills and passion for the role to ensure her clients' needs are holistically met. Carolyn has experience working with adults and children with a range of needs and is responsible for a complex case load of care management with the home.



## **Kirsty Palmer, Care Manager**

Kirsty is an experienced Care Manager who has worked with different patient groups in a variety of settings. She has worked at management level in residential care and is QCF level 5 trained in Leadership and Management. She is passionate about advocating on behalf of her clients and ensuring they receive high quality person centred care.

### **Luis Silva, Care Manager**

Luis has worked both in the NHS and community settings where his strong interpersonal skills have aided him in achieving positive outcomes. He has worked with multidisciplinary teams to support clients in their discharge from inpatient settings and is skilled in solution focused working.



### **Gareth Hankin, Care Manager**

Gareth has worked in the care sector for over 15 years, working in Brain Injury rehabilitation as well as supporting those living with mental health conditions, learning disabilities and dementia. He has held a number of clinical roles, working his way up from support worker, through to care coordinator, team leader and then onto managing services within the mental health sector. He is passionate about improving the quality of people's lives and advocating for the support they need as well as building professional, supportive relationships with clients and understanding their backgrounds and cultures. He also has a keen interest in new technology and innovations.



### **Sue Bowers, Support Worker HR & Recruitment Team Leader**

Sue has been in her role at Bush & Co for over seven years providing HR administration services to care and case managers, She leads on direct employment tasks and queries ranging from annual leave through to sensitive disciplinary actions.



### **Angela Wilson, HR & Training Administrator**

Ang has worked in a variety of care settings including the NHS, residential care and the private care sector. She is passionate about ensuring all clients are supported in a person centred way and her role as HR and Training administrator is pivotal to this. Ang coordinates all support worker training using both the e learning training portal and arranging specialist client specific training. She is always on hand to assist all support workers, care managers and case managers with training queries and works hard to maintain excellent compliance standards.



### **Donna Dorbon, Onboarding & Compliance Coordinator**

Donna has worked in social care for over 17 years as a support worker, working within the private sector and Local Authority before joining Bush & Co in 2023. Donna is responsible for the recruitment and on boarding for all support workers, ensuring employee supervisions, appraisals and probationary reviews are completed according to CQC guidelines as well as managing support workers annual leave records.



### **Claire Hartley, Payroll Administrator**

Claire has worked in HR and Payroll for over 15 years in sectors including education and childcare provision. She is driven to resolve queries and provide a high quality service to clients in her responsibilities of co-ordinating the payroll process for Bush & Co Care Solutions clients choosing direct employment; working closely with care managers and finance to ensure legal compliance and exceptional service.

