

# ***Age UK Surrey Home Help Handbook***



## Contact names and numbers

Your Regional Co-ordinator's details are:

*Affix details here*

### Head office

- Age UK Surrey, Rex House, William Road, Guildford, Surrey, GU1 4QZ
- John Insoll | 01483 503414

*If you change your contact details or your emergency contact changes please remember to let us know as soon as possible!*

## Contents

4	<i>Welcome message from Sue Zirps</i>
6	<i>How to register as self-employed</i>
7	<i>Insurance</i>
8	<i>What Age UK Surrey will do for you</i>
9	<i>What we expect from our Home Helps</i>
10	<i>Home Help standards – scope of work</i>
11	<i>Staying in touch</i>
12	<i>Keys and key safes</i>
14	<i>Handling money</i>
16	<i>Health and safety</i>
17	<i>Keeping client information safe</i>
18	<i>Cancellations</i>
20	<i>Emergencies</i>
21	<i>Medical problems</i>
23	<i>Useful information</i>

## **A message from the Chief Executive Officer of Age UK Surrey**

*First and foremost, I would like to say a huge, heartfelt thank you on behalf of Age UK Surrey (AUKS) for the vital work you tirelessly carry out on behalf of our Surrey senior citizens!*

*It is clear from the regular feedback and praise we receive that you provide an invaluable life line (literally in some cases) and also genuine friendship and companionship to some of the more vulnerable and isolated throughout Surrey, as well as keeping their homes clean and tidy!*

*This handbook has been compiled specifically for you and is based on questions commonly asked by Home Helps. We have set out AUKS current procedures, policies and important contact information and telephone numbers – so please do use it.*

*As a local independent charity, few people are aware that the AUKS Help at Home Service does not receive any external funding or grants, either from government or local authority; it is entirely self-funding.*

*In order to maintain this invaluable service, we are always looking for new clients and also Home Helps alike, so, a personal plea from me – please “fly the flag for Age UK Surrey” and take the opportunity to speak to your Regional Co-ordinator if you know of any potential clients or Home Helps!*

*My very best wishes and grateful thanks to you for your continued support and care.*

**Sue Zirps  
CEO Age UK Surrey  
Rex House, Guildford.**



## How to register as self-employed

All Home Helps should register as self-employed. You can do this online at [www.gov.uk/working-for-yourself](http://www.gov.uk/working-for-yourself) or you can call 0300 200 3303.

You can be both employed and self-employed at the same time - for example you can work with Age UK Surrey as a self-employed Home Help on some days, but work as an employee for another company on other days.



## Insurance

All Home Helps should check with their car insurance provider that their car insurance covers them while travelling to and from their clients.

If you wish to take clients out in your car Age UK Surrey must have proof of current business insurance cover for your car.

We recommend Home Helps consider taking out their own insurance against:

- Accidents or injury caused to a client or their property during the course of your work.
- Loss of income should you injure yourself at work.

A broker can give you advice, or there are many providers available on the internet. When choosing a policy take the excess and the level of cover into account as well as the overall price.

## What Age UK Surrey will do for you

- Regular work opportunities.
- Compatible clients – matched to your experience and preferences.
- Supportive named contacts at your local Age UK Surrey office.
- A timely response to your calls and messages during office hours (Monday – Friday 9am – 5pm).
- Fair distribution of work.
- Complaints procedure.
- Periodic calls to check all is well with you and your clients.

## We will

- Listen and act on any concerns or issues you have.
- Act as fair go-betweens for you and your clients.
- Pass on feedback from clients.



## What we expect from our Home Helps:

- Treat every client as an individual with his or her own particular needs and rights.
- You are expected to carry out work as requested by the client even if you have different ideas.
- You are working in someone else's house – respect their home and possessions and treat them with care.
- Be polite, professional and considerate to clients and to Age UK Surrey staff.
- It is your responsibility to ensure the health and safety of yourself, your clients and others who may be affected by your actions.
- Never smoke in a client's home.
- Never go to work under the influence of alcohol or drugs.
- Do not take pets or children to work.
- Only use your mobile phone if absolutely necessary.
- Always maintain a high level of personal hygiene, for both your own health and that of your client.
- You may not work privately for clients introduced to you by Age UK Surrey.
- You may not pass work to friends or colleagues. If you know another Home Help registered with Age UK Surrey who can take a client for you please inform the office before making arrangements.
- Keep your client's data in a secure place.

## Home Help standards – scope of work

### You may assist with:

- Housework.
- Laundry and ironing.
- Bed changes.
- Shopping for the client.
- Taking a client shopping (in your car if you have business insurance).
- Prescription and pension collection.
- Walking the dog.
- Companionship and trips out.
- Any other help agreed by you and the Co-ordinator.

### You must **not** assist with

- Personal care.
- Giving or prompting of medicines.
- Laundry involving incontinence (minor accidents at your discretion).
- Taking laundry or ironing to your own home.
- Outside work including gardening unless you are registered with Age UK Surrey as a gardener.
- Financial affairs.
- NEVER EVER ACCEPT A CLIENT'S BANK CARD and PIN.

Please call the office if a client asks you to do something you are uncertain about or uncomfortable with.

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## Staying in touch

- Call us immediately if you are worried about your client in any way.
- Call us immediately if your client's circumstances change in any way – please do not assume clients have called us!

### Let us know if your client:

- Is in hospital or a care home.
- Comes home from hospital or a care home.
- Dies.
- Moves house or moves into long-term care
- Wants to cancel the service.
- Has changing needs: for example, they need more or fewer visits, or extra services, etc.

Please ensure we have your up-to-date address, phone numbers and email address; let us know if anything changes.



## **Key safes**

***If a client wants you to have a set of keys encourage them to install a key safe instead. Call the office if the client needs help installing a key safe.***

***If you are given the key safe number for a client please ask the office for a copy of the key safe policy:***

- *Home helps must keep the client's safety paramount at all times.*
- *Keep key safe codes safe, secure, and separate from the client's address.*
- *Ensure the key is returned to the key safe and the numbers jumbled.*
- *The key safe code must not be shared with anyone else, apart from Age UK Surrey regional office staff. In the case of a life threatening emergency it may be necessary to share the code with another organisation or individual.*

***If a code has been disclosed, either intentionally or accidentally, the Home Help must:***

- *Inform the client and advise them to change the code.*
- *Inform the Help at Home regional office.*

***If you must hold a set of keys***

- *Let us know.*
- *Give the client a dated receipt for the keys.*

***If you have keys and stop working for the client for any reason please:***

- *Return the keys at the earliest opportunity.*
- *Obtain written confirmation from the client that the keys have been returned.*
- *Inform the Help at Home regional office.*

## Handling money

**It is important to take great care when handling a client's money or property – this is for your protection as well as to protect your client.**

- *Keep records of client payments to you as required by HMRC for your tax and NI records.*
- *Use a simple receipts book for payments from clients. Leave a receipt with the client, and ask the client to initial or sign the copy that you keep. Inexpensive receipts books can be bought at any stationers.*
- *If you shop for a client ensure clear records are kept. Give the till receipt to the client.*
- *NEVER accept a client's bank card or pin, either to use when shopping or to draw out cash for the client. Sharing their card or PIN breaches the client's terms and conditions with their bank and puts them at risk.*
- *If your client struggles to get cash refer to the Help at Home regional office for advice and ideas.*

- *If you feel the client is at risk of fraud or theft (e.g. you discover sums of cash in the home) contact the Help at Home regional office for advice and to record what you have found.*

### **For your own protection we recommend:**

- *You do not accept gifts over £25 in value. You let us know about all gifts received from clients.*
- *If your client asks you to dispose of their possessions – e.g. at a charity shop – make a list of the items and ask the client to date and sign it.*





## Health and safety

**Age UK Surrey takes the health and safety of Home Helps very seriously.**

**Please ensure you read AUKS Guide to Lone Working and Safeguarding documents – if you don't have these please ask your regional office for current copies.**

*Where known, the regional office will inform you of any potential risks. If you notice any hazard in a client's home which poses a threat to the client or your own safety please discuss this with the client in the first instance. You can also discuss it with your regional office.*

*It is your responsibility to ensure the health and safety of yourself, your clients and others who may be affected by your actions.*

*In particular, take care not to leave equipment where a client may trip over it, and to return everything to its original position after it has been cleaned or used.*

*It is good working practice to wear rubber gloves and practice thorough hand hygiene while working. This is especially important if working with food.*

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## Keeping client information safe

- *Please take great care to keep client information secure at all times: consider what could happen if the information you have fell into the wrong hands.*
- *Keep client names, addresses and phone numbers separately.*
- *Keep key safe numbers separate from addresses.*
- *If client information is kept on personal electronic devices such as mobile phones ensure these are password protected.*
- *Do not send personal identifiable client information in written form (e.g. by text or email) unless it is securely password protected.*

### **Do not discuss clients with anyone other than:**

- *Appropriate Age UK Surrey staff.*
  - *Emergency services.*
  - *People you have the client's permission to talk to about their circumstances.*
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## Cancellations

If your client does not need you on a short term basis you can request payment as follows:

### Clients taken on by Age UK Surrey **after 1st April 2018**

- Less than 2 weeks' notice – payment in full.
- More than 2 weeks' notice – half pay.

### Clients taken on **before 1st April 2018**

- Less than 2 week notice – half pay.

The exceptions are:

- An unplanned hospital admission when the client is not expected to pay.
- If the client has reason to be dissatisfied.

The aim is to ensure you can rely on your clients for a regular income. However, please take your clients' individual circumstances into account and call your regional office for guidance if you have any queries.

If the client cancels the service we expect them to give you at least two weeks' notice, or pay in lieu.

If you cannot visit your client:

- If you are unable to work at short notice for whatever reason please call the client to rearrange; if this is not possible call the office as soon as possible.

- If you are planning a holiday or are not able to visit for a few weeks please give us **at least two weeks' notice** and let us know if your client requires cover while you are away.
- If you no longer wish to visit a client on a permanent basis, please give them and the regional office **at least two weeks' notice**.

### Christmas, Easter and Bank Holidays

- Bank holidays are non-working days: you are not expected to visit a client on these days and the client does not have to pay you for these days.
- You are not expected to offer the client an alternative day.
- If the client wants you to work the Bank Holiday or an alternative day and you are happy to do so then that is perfectly acceptable.
- If the client wants you to work that day and you are not happy to do so, we would not normally arrange cover for that day. We are happy to try.
- Our ability to provide cover over Christmas is limited and we will prioritise the most vulnerable clients.

### If you have a client who needs cover over Christmas please:

- Give us maximum notice.
- Ensure the client has realistic expectations.
- Where clients can manage without cover, encourage them to do so. This will allow us to focus on the clients who cannot manage without the service.

## Emergencies

### Can't gain access?

- If you have good reason to be concerned about your client **call 999**.

If you suspect the client may have forgotten your visit, not heard you, or has gone out:

- Be noisy - knock loudly, shout through the letterbox, tap on windows.
- Try phoning the client.
- Check front and rear for any access; be noisy and careful if you let yourself in.
- Speak to the warden/manager if there is one.
- Call your Age UK Surrey regional office.
- Call the client's family if you have contact details; ask neighbours if you know they are friends with the client.
- Power cut? **Call 105**. Other problems with electricity supply – call the client's supplier.
- **Smell gas? Call 0800 111 999**.
- **Carbon monoxide emergency? Call 0800 111 999** (Other problems with gas – call the client's supplier)

Blocked sewer or burst water main? Call the local water company – this will be on the client's water bill or you can find out at [www.water.org.uk](http://www.water.org.uk)

## Medical Problems

**Falls:** if your client falls and cannot get up by themselves **do not attempt to lift them**. Call for an ambulance immediately. (If appropriate reassure the client that they will be left at home if it is safe for the ambulance to do so).

**Client is unwell:** if you believe your client is seriously unwell **call 999**. If your client is generally unwell and unable to call the doctor or 111 themselves ask the client if they would like you to do this for them, or would like you to contact a relative. If you do this please, call your regional office so they can add it to the client's record.

**If your client refuses to gain medical advice and you are concerned call your Age UK Surrey regional office.**



## ***If your client has passed away:***

*Very occasionally our Home Helps arrive at a client's home to find they have passed away.*

*If this happens dial 999 immediately and ask for the ambulance service.*

*Don't be surprised if the call takers encourage you to perform chest compressions: only do what you feel you can and what you feel is right.*

*They will send an ambulance.*

*Call the regional office as soon as you are able to.*

*If you can't get through to your regional office, leave a message, but also try our head office on 01483 503414.*

*This is a rare occurrence but can be very distressing, and we offer counselling to Home Helps who require it.*

## **Age UK Surrey Website:**

<https://www.ageuk.org.uk/surrey>

## **Age UK Surrey Information and Advice:**

01483 446627

*Free advice line for a wide range of issues, including Benefits Checks and help with Attendance Allowance.*

*Other Age UK Surrey services include Gardening, Footcare, Counselling, Making Connections, Walks, Shopmobility, Computer Drop-in Centre, social activities such as 'Men in Sheds', Tea and Chat and Café Culture – please ask your regional office for more information if you feel your client would benefit from any of these.*

## **Surrey Interactive Map:**

<https://www.surreycc.gov.uk/maps/surrey-interactive-map>.

*This map shows house names and numbers to help you plan your first visit to your client.*

## **Dementia Friends:**

<https://www.dementiafriends.org.uk/>

*Dementia Friends is about learning more about dementia and the small ways you can help.*

## **Friends against Scams**

<https://www.friendsagainstscams.org.uk/>

*Friends Against Scams is a National Trading Standards (NTS) Scams Team initiative, which aims to protect and prevent people from becoming victims of scams by empowering communities to "Take a Stand Against Scams".*

*Surrey Adult Social Care: 0300 200 1005*

## **Age UK Surrey**

### **Website:**

[www.ageuk.org.uk/surrey/](http://www.ageuk.org.uk/surrey/)

### **Follow us on Twitter and Facebook:**

@AgeUKSurrey

### **Head office address:**

Age UK Surrey, Rex House, William Road, Surrey, GU1 4QZ

### **Head office telephone number:**

01483 503414

### **Registered Charity Number:**

1036450