



Catalysts for Care

MICRO CARE SERVICES WEST WALES

‘Doing It Right’ Standards and Guidance

This document sets out the ‘Doing it Right’ Standards which micro care & support services must self-commit to in order to be part of the Catalysts for Care directory and network of support.

A micro care & support service is defined by the Catalysts for Care project as a totally independent small business or enterprise with fewer than 8 (full time equivalent) employees / volunteers that offers services to help people improve their health or wellbeing.

This document also provides a more detailed guidance of the ‘Doing it Right’ Standards for both micro care & support services and users of these services to understand what ‘doing it right’ looks like in practice. Click on the points below in blue text to see the more detailed guidance.

Please note that neither the Catalyst for Care project nor its partners formally accredit or approve the services on [the directory](#). The Catalyst for Care project and its partners are unable to guarantee the quality or satisfaction of any services provided by any enterprise on this directory or accept any liability for any services provided by any enterprise listed on these directories.

However, we welcome client feedback and reserve the right to remove enterprises who do not meet the ‘Doing it Right’ Standards or act in an unsafe or unprofessional way. Any feedback can be sent to lee.james@planed.org.uk / 07535 810003 (Pembrokeshire), laura.griffiths@planed.org.uk / 07789 793228 (Carmarthenshire) or sue.lewis@planed.org.uk / 07442 681883. Any concerns or complaints will be processed following the project [Concerns & Complaints Policy](#).

The ‘Doing It Right’ Standards

Safe and Legal:

- [Compliant with all legislation and regulatory requirements for the enterprise and its activity including the Care Inspectorate Wales \(CIW\)](#)
- [Registered with the HMRC](#)
- Public Liability and other insurance covers all relevant aspects of the service the enterprise offers
- Disclosure and Barring Service (DBS) checks no more than 3 years old for any workers
- Clear procedures for assessing the needs of the client, which are regularly reviewed, to ensure that the service is able to meet them
- [All workers undertake activities and use equipment which they are experienced, competent, qualified and insured to deliver](#); and are clear about what activities they cannot provide. This is particularly important when supporting with medication or manual handling. Workers understand when they can no longer meet the needs / requirements of the client and are able to signpost to other services as appropriate
- [In the case of worker sickness / holiday, the enterprise is able to signpost to other services that can provide the agreed activity](#)

- [Understanding of Pembrokeshire/Carmarthenshire County Council's guidance on safeguarding and how to report a concern; as well as making clear to the client / family how they can report a concern](#)
- Guidelines on risk management and risk assessments completed as appropriate
- Guidelines on GDPR and confidentiality
- Written contracts with all clients or their representatives
- Employers have appropriate guidelines / policies for employees to understand their responsibilities

High Quality:

Services and workers adhere to the Social Care Wales 'Code of Professional Practice for Social Care' (2017): This is made up of seven sections:

1. Respect the views and wishes, and promote the rights and interests, of individuals and carers
2. Strive to establish and maintain the trust and confidence of individuals and carers.
3. Promote the well-being, voice and control of individuals and carers while supporting them to stay safe
4. Respect the rights of individuals while seeking to ensure that their behaviour does not harm themselves or other people
5. Act with integrity and uphold public trust and confidence in the social care profession.
6. Be accountable for the quality of your work and take responsibility for maintaining and developing knowledge and skills
7. In addition to sections 1 – 6, if you are responsible for managing or leading staff, you must embed the Code in their work

[View the 'Code of Professional Practice for Social Care' \(2017\) in full.](#)

- Introduction conversations with the client / representative discussing what outcomes they would like to achieve and how they would like to be supported
- Outcome-focused and person-centred plans for each client / representative, which are regularly reviewed
- Commitments, agreements and arrangements to provide services are honoured, and where it is not possible to do so, an explanation is given
- Wherever possible, ensuring the continuity of staff in order to build a supportive relationship and understanding with the client / family
- Clear and responsive lines of communication between the client and enterprise
- [Clear complaints and compliments procedure](#)
- Commitment to continually improving the quality of the service based on feedback

Professional:

- Professional boundaries with clients / families are maintained
- [Clear, transparent and fair pricing](#)
- Clear notice periods agreed for holiday and ending the service
- Clear and transparent marketing
- Enterprise information accessible online - for example via the Catalysts for Care directory, Facebook and / or www.dewis.wales / www.en.infoengine.cymru

‘Doing It Right’ Guidance

Safe and Legal

Compliant with all legislation and regulatory requirements for the enterprise and its activity including the Care Inspectorate Wales (CIW)

The Care Inspectorate Wales (CIW) regulates care services in Wales and most care providers are required to register their service with the CIW. However, there are some exemptions.

Micro care & support services are exempt from registration with the CIW if:

1. They don't provide any 'care'. See p.33&34 in 'Domiciliary Support Services' [here](#) for the CIW's definitions of 'Care' and 'Support'.
2. The individual or self-employed care worker 'works solely under the direction and control of the person receiving care or a related third party' (see p.11 [here](#)). Where the provider is more than one individual (i.e. a service that employs others, a partnership or a company), different rules apply – see point 3 below.
3. A service is more than one individual and provides 'care' (or personal care) to no more than four clients at any one time.

The vast majority of micro care & support services are not registered with the CIW / unregulated because they are following one of the exemptions listed above. The Catalysts for Care directory shows any micro care & support services that are registered with the CIW / regulated in their service description.

Unregulated micro care & support services must always be directed, controlled and coordinated by the client or their legal representative

In the case where a client is contracting with more than one micro care & support service, they or their legal representative must direct, control and coordinate each micro care & support service separately. What should *not* happen is where an unregulated micro care & support service is directing, controlling or coordinating other micro care & support services on the client's behalf. This includes creating rotas for other micro care & support services / providers, subcontracting / paying other micro care & support services and making any decisions on behalf of the person receiving care or their legal representative. In this case the coordinating micro care & support service is acting like an agency and should therefore be registered with the CIW.

An unregulated micro care & support service can introduce other micro care & support services to a client, but in the words of the CIW, they must not have any 'ongoing control' (see p.39&40 [here](#) for the CIW explanation of what constitutes an 'ongoing role').

Registered with the HMRC

Micro care & support services decide on their business status. Usually, this is either self-employed, a partnership or a small limited company. **It is the client or their legal representatives' responsibility to make the appropriate checks of a micro care & support service, including their employment status.**

The majority of micro care & support services are set up as **self-employed services**. Being self-employed is not a matter of choice; it is determined by the particular terms and conditions under which a micro care & support service operates. For instance, if a self-employed micro care & support service was only supporting one client with no intention of building a client base, they would be classified by the HMRC as 'employed' by the client, rendering the client responsible for employee rights such as sick pay, pension and holiday and unpaid tax. Strong determiners of self-employment status are: the micro care & support service works with multiple clients, they promote their service with the intention of building a client base (for instance, being part of the Catalysts for Care directory), pay their own tax / NI and do not get holiday / sick pay. [See further information on this from the HMRC.](#)

To check a micro care & support service self-employment status, you can ask them to complete the HMRC [Check employment status for tax tool](#). If the result is 'employed for tax purposes' that means that you are effectively acting as the employer in this relationship and should be responsible for employee rights such as sick pay, pension and holiday and unpaid tax; or put another way, the service is not acting like a self-employed / partnership of self-employed service(s). This should not be accepted. The result of the tool should be 'self-employed for tax purposes' or 'unable to make a determination'. The latter is often the result due to constraints with the tool. Clients can also ask for the 'Unique Tax Reference' number.

For partnerships (usually two self-employed individuals that have registered together as a partnership using the same business name), clients can do the same checks for self-employment status described above.

For Limited Companies, you can [check if they are registered with Companies House](#).

The employment status of the micro care services is stated in the first line of their service description on the directory.

All workers undertake activities and use equipment which they are experienced, competent, qualified and insured to deliver; and are clear about what activities they cannot provide. This is particularly important when supporting with medication or manual handling. Workers understand when they can no longer meet the needs / requirements of the client and are able to signpost to other services as appropriate

It is the responsibility of micro care & support services to keep their training updated and be able to evidence appropriate training to potential clients. This is particularly important when supporting with medication and / or manual handling due to the higher level of risk associated with this support and potentially the liability on the micro care & support service if any issues arose.

When **supporting with medication**, micro care & support services should:

- **Confirm with their insurance provider that they are covered** to support (even if just prompting) with the medication required with their current training / qualifications. Check whether any specialist training is needed to deliver the medication. Please note that support with healthcare related tasks or invasive medication (e.g. an insulin injection or Valium suppository) will require a specialist health care insurance policy; and can only be delivered under the delegation / supervision of a community health professional. For further information please see: [Delegation of healthcare task to personal assistants \(Wales.nhs.uk\)](https://www.wales.nhs.uk/delegation-of-healthcare-task-to-personal-assistants) and the micro care service can speak to their insurance provider.
- **Get consent from client / their responsible person via an authorisation form** to support with the medication, setting down in writing exactly what and how they have agreed to support. This is because micro care & support services are only able to assist with medication under the direction of the person receiving care or their responsible person.
- **Follow instructions from the care plan and the prescription label** when supporting with medication.
 - Never administer from unlabelled containers.
 - Never give medicines not listed in the personal plan/MAR
 - Never make independent clinical decisions.
 - Never withhold time-critical medicines without professional advice.
 - Always escalate health deterioration urgently.
- **Complete a MAR** (Medication Administration Record) to record what they supported with and when.

Equipment and mobility aids:

Micro care & support services must have appropriate training to use mobility aids and equipment. This training can be provided by the person themselves.

Micro care & support services should check their insurance to make sure you are covered if there is an accident to their client when using the mobility aid / equipment.

In the case of worker sickness / holiday, the enterprise is able to signpost to other services that can provide the agreed activity

For cases of last minute cancelation:

Prior to commencing the service, both the micro care & support service and the client / their legal representative must be happy that there are suitable contingency plans in place in the case of any last minute cancellations (if the micro care & support service is sick for instance). Examples of contingencies are:

- If the person requires only a very low level of support and both the micro care & support service and the client / their legal representative agree that the person would not be left vulnerable if a visit was cancelled, and could be rescheduled.
- Family members / close friends are identified as able to step in and provide support in the case of a cancellation. Emergency WhatsApp groups can be set up to communicate the cancellation and quickly arrange cover via an identified family member / close friend.
- If the person is contracting with more than one micro care & support service to cover more frequent visits, the client / their legal representative and all the micro care & support services involved can meet to discuss and agree contingency plans and cover options between family members / close friends and the micro care & support services.

If there is not a sensible contingency plan for last minute cancellations, then the micro care & support service service(s) would not be appropriate.

When arranging holiday cover, best practice is:

- Adequate notice is given if the absence relates to holiday or planned leave, as agreed in the service agreement contract.
- If the client requires a replacement for this absence, they will notify the micro care & support service and best efforts will be made to identify and introduce a substitute, with consent from the client.
- If a suitable replacement is found, they are to be suitably qualified, competent and insured to provide the services. The client is responsible for making their own assessment and decision to engage with the cover service.
- Any substitute should agree / sign their own service agreement contract with the client and be paid directly by the client.
- If an adequate replacement is unable to be sought, or the replacement is refused, it is the family's responsibility to find an alternative.

Understanding of Pembrokeshire/Carmarthenshire/Ceredigion County Council's guidance on safeguarding and how to report a concern; as well as making clear to the client / legal representative how they can report a concern

If a micro care & support service or a client / legal representative identifies a safeguarding issue – something that compromises the client's safety or the safety of the people they are working with – they should contact:

Pembrokeshire:

- The Pembrokeshire County Council Adult Safeguarding Team: 01437 776056 / adult.protection.team@pembrokeshire.gov.uk
- See the [Pembrokeshire County Council guidance on safeguarding](#)

Carmarthenshire:

- The Carmarthenshire County Council Adult Safeguarding Team: 0300 333 2222 / Safeguarding@carmarthenshire.gov.uk
- See [Carmarthenshire Council's safeguarding policy](#)

Ceredigion:

- The Ceredigion County Council Safeguarding Teams: 01545 574000
- See the [Ceredigion County Council guidance on safeguarding](#)

Professional

Clear, transparent and fair pricing

As small, independent businesses, micro care & support service have the autonomy to set their own rates. However, micro care & support services that benefit from the Catalysts for Care directory and network of support have committed to the project 'Doing it Right' standards including a commitment to have '*clear, transparent and fair pricing.*'

Catalysts for Care concerns / complaints procedure

- If a client / legal representative has any feedback, concerns or complaints regarding their micro care & support service they should communicate this directly to micro care & support service and seek to resolve the issue together.
- If a client / legal representative identifies a safeguarding issue – something that compromises the client's safety, they can contact their local authority safeguarding team (see p. 7 above)
- If a client / legal representative has a serious concern / complaint about a micro care & support service which they feel they cannot resolve directly with the micro care & support service, they can raise the concern / complaint with the Catalysts for Care project by contacting
 - In Pembrokeshire: Lee James lee.james@planed.org.uk / 07535 810003
 - In Carmarthenshire: Laura Griffiths laura.griffiths@planed.org.uk / 07789 793228
 - In Ceredigion: Sue Lewis sue.lewis@planed.org.uk / 07442 681883
- Any concerns or complaints will be processed following the projects concerns / complaints procedure below:

Catalysts for Care concerns / complaints procedure

- The client or their 'responsible person' (i.e. a supporting family member) will be asked to confirm the complaint if not received directly by them. They will be asked if they would like to formally raise a concern / complaint following the process outlined here. If they decline, the project may still follow up with the concern for safeguarding reasons.
- The client or their responsible person's concern / complaint will be recorded (agreed written notes or video / audio recordings).
- The micro care service(s) in question will be asked to explain the situation from their point of view, which will be recorded as above.
- The Catalysts for Care project board will then assess this information and any mitigating factors to agree an appropriate way forward. For instance, this could be: no further action is necessary; the micro care service is issued with a warning; the micro care service is required to show evidence that they have resolved the issue in their practice; or as a last resort, the Catalysts for Care project reserves the right to remove a service from the directory and network if there is clear evidence that they have demonstrated an unsafe service or unacceptable unprofessionalism.

This process is put in place to help ensure that people receive a safe and professional service from micro care services that are part of the Catalysts for Care directory / network; and to protect the trusted reputation of all the quality services that are part of it.