



# information pack

*"We don't just care for people,  
we care about them"*



**TOWER HAMLETS**



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This Information Pack has been produced to meet the requirements of Regulation 12 and Schedule 3 of the Care Quality Commission (Registration) Regulations of Health and Social Care Act 2008.

If you would like a copy of this document in Braille, on audio or in a different language please ask to speak to the Registered Manager.



# 1 Introduction



“ This section gives a brief description of the Tower Hamlets Branch aims. It also sets out our commitment to provide a high quality service. ”



### Welcome to *Excelcare Homecare Division– Tower Hamlets*

On behalf of the Senior Management Team and all the staff we would like to extend a warm welcome to you. The management and staff team at Tower Hamlets Homecare are committed to providing the very best quality of care for the people using our services.

We hope that you find the information in this document useful and informative. It contains detailed information about our aims and objectives, our philosophy of care, services, staff and organisation, and our care provision. It also contains brief answers to many questions often asked by potential and new people who use our services.

Additional copies can be requested from the Operations Manager or Care Coordinators.

If you require any more information or have questions about Tower Hamlets Homecare and the service we provide, please do not hesitate to approach any member of our staff team who will be happy to give you more detailed information. Your comfort, care and wellbeing are always very important to us.

We will always remember that you are an individual and this will always be our priority when planning your care.

Excelcare Homecare Division is an experienced provider of care for older people, children, individuals with physical or learning disabilities, those with long term conditions, end of life care and mental health needs which can be supported by Domiciliary care services.

We believe the success of Excelcare Homecare Division is based on our dynamic, innovation and proactive approach to delivering a Quality Service and our constant review of those services in order to maintain and improve standards.

### What we can offer you

Homecare can mean many different things to different people and this is where Tower Hamlets Homecare is special – we make sure that you choose the service that you want with the help and support of our caring and experienced Care Assessors. They will listen to you and agree what services you require, and then match your needs to our staff team to ensure they deliver support in the way that you choose.

- The range of services we have on offer is very comprehensive and we are able to provide everything from:
- Simple tasks such as housework, shopping and meal preparation for those times when you feeling unwell
- To more personal types of care including help with dressing, washing and bathing
- If you have more specialist care needs we can also help with highly trained staff able to work with people with more severe health conditions
- All our staff are chosen to ensure your cultural and religious requirements can be fully met

Our staff can help to support your family and friends who care for you by offering to stay with you if they need to have some quality time for themselves, or alternatively supporting people to enjoy leisure pursuits and hobbies that are so important in living the life that you want to live.

Our commitment to you is to provide high quality care and support, tailored to meet your needs, and to ensure that it is delivered by appropriately trained and experienced staff, at the most competitive price we can offer.



### What Is Included?

#### **Quality and Personalised Care Service**

Our service offers, social care and support provided by experienced Care and Support Workers. We are confident in offering a high quality service, tailored to your needs.

#### **A free, no obligation care assessment**

A member of our team will visit you and carry out a full assessment of your care needs. This will give us an opportunity to get to know you and understand any personal preferences that you may have, in addition to what support you will require.

In order to gain a comprehensive understanding of your requirements and ensure that all aspects of your needs are arranged, we can liaise with your family and any involved medical professionals.

### Our Aims

To provide the support and care you need, deliver in the way you want, by well-trained and dedicated staff. We will always seek to ensure that the service we give to you will be tailored to your personal circumstances, including what you can afford.

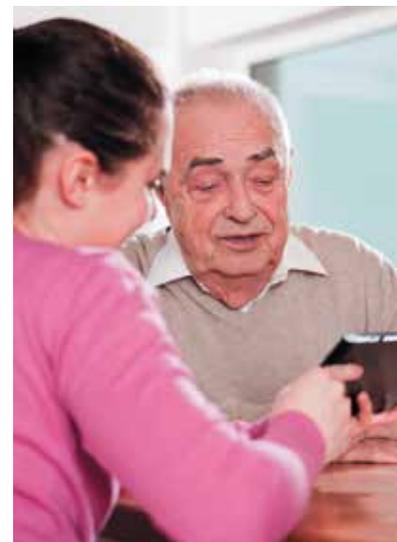


### Mission Statement

Excelcare Homecare Division is an experienced, professional care provider committed to the delivery of a quality care service to children and older people through provision of domiciliary care services.

Excelcare Homecare Division staff are committed and dedicated to meeting the individual needs of the people using our services through personalised, holistic care planning which recognises physical, social and emotional needs in addition to racial, cultural and religious needs.

In turn Excelcare Homecare Division are committed to the provision of training and support for our staff in order to enhance and improve upon service delivery in line with the Care Quality Commission.



### Our Objectives

#### Corporate Objectives

Excelcare Homecare Division has a corporate objective to define and develop sought after quality healthcare services that meet all regulatory standards at National and Local Level.

- To achieve this objective Excelcare Homecare Division is committed to developing as a major provider to domiciliary services to meet the needs of the older people, children and vulnerable client groups at any point on the health and social care consortium.
- To do this Excelcare Homecare Division will develop flexible services that are service user focused and evolve to reflect the priorities identified by the Commissioners and Purchasers of the service we provide.

## Section 1: Introduction

### Service Objectives

- To ensure the services provided meet the regulatory standards required under the Health and Social Care Act 2008.
- To ensure that people using the service are actively involved, where possible, in devising their own personalised, holistic care plan
- To ensure all care plans and risk assessments are reviewed no less than once per year
- To meet the cultural, spiritual, social and ethnic needs of the service users
- The management of this agency pride ourselves on offering a highly professional Domiciliary Care Service for children, older people, individuals with physical or learning disabilities, long term conditions, end of life care and people with mental health needs with a personal touch.
- We provide personal care to people in their own homes who require such support in order to remain independent. This service can be arranged through Social Services or privately.



### Philosophy of Care

CORE VALUES OF CARE		
PRIVACY	DIGNITY	RIGHTS
INDEPENDENCE	CHOICE	FULFILMENT

Carers will strive to preserve and maintain the dignity, individuality and privacy of all people using our service and in so doing will be sensitive to the individuals ever changing needs. Such needs may be medical/therapeutic (for physical and mental welfare), cultural, psychological, spiritual, emotional and social, and individuals are encouraged to participate in the development of their individualised Care Plans in which the involvement of family and friends may be appropriate and is greatly valued.



#### Privacy

- The right of an individual to be left alone and undisturbed whenever they wish
- Care Workers are aware of the need to maintain confidentiality
- When undertaking personal care procedures these are provided in private

#### Dignity

- The understanding of an individuals needs and treating them with respect
- All communication with people using our service is respectful
- Individuals are called by their preferred name
- An Individuals preference to receive care from a male or female is respected

## Section 1: Introduction

### Independence

- Allowing an individual to take calculated risks, to make their own decisions and think and act for themselves
- Assisting people to complete tasks for themselves wherever possible

### Choice

- Giving an individual the opportunity to select for themselves from a range of alternative options
- Individuals are actively encouraged to take part in the review of their service

### Rights

- Keeping all basic human rights available to the people using our service
- Every person is an individual, we are aware of the cultural, spiritual, religious, gender, age and sexual preference requirements of people using our service and ensure our home care services identify and provide support which meets your care needs

### Fulfilment

- Enabling the Individuals to realise their own aims and helping them to achieve these goals in all aspects of daily living



# 2 Our Services



This section gives a description of all the services we are able to offer you



### The services we offer

#### **Personal Care**

Designed to support you with your everyday activities, our personal care service is tailored to your individual needs, including help with your morning and evening routines, bathing, dressing, continence care, medication prompts and meal preparation.

#### **Complex Care**

Individuals with complex and continuing care needs often require the support of highly skilled healthcare professionals and support workers with specific skills, tailored to meet your individual care requirements.

#### **Medication Services**

Whether you simply need a reminder to take your medications, or you need assistance to take your medication, we can provide you with a care worker who can help you with this. Our Care Workers are trained in Medication Administration (Level 2).

#### **End of Life Care**

End of Life Care is a specialised area of healthcare for people with life-threatening illnesses. Our End of Life Care service can be provided at all possible stages of illness, including pre-diagnosis, diagnosis, treatment, cure, death and bereavement. The main objective for our service is to achieve the best quality of life for those suffering from a progressive illness, as well as their families.

#### **Meal Preparation**

Whether you need help with heating up a meal, preparing a snack or cooking some of your favourite home cooked meals, we can provide a worker that suits your cultural needs and preferences.

#### **Hospital to Home**

Returning home after a stay at hospital can seem quite daunting. Our hospital-to-home service eases this transition and supports service users as they settle back in to their families surroundings. Whether a high level of care is required, or just some assistance with daily activities we can support individuals from the moment they are discharged from

## Section 2: Our Services

hospital. We work in partnership with Discharge teams and Occupational Therapists, ensuring optimum recovery is achieved.

### **Social Companionship**

Our social companionship service is most suited to those who are reassured by having someone there with them. Whether you require help with household chores or just someone to sit, chat and read with you. Excelcare Homecare can help.

### **Support in the Community**

Whether you want a worker to support you to your local shop, for a walk in the park or for a day out at your favourite place, we can provide you with a support worker who will accompany you on your choice of activity or outing.

### **Holiday Care**

We know that there is nothing quite like a holiday to recharge your batteries. Just because you need regular care does not mean that you should have to go without a break.

As part of our holiday care service, a Support Worker can accompany you on your break, allowing you and your family to relax, safe in the knowledge that you are getting the personal attention and support that you need to get the most out of your holiday.

### **Support for people with Learning Difficulties**

Excelcare is dedicated to supporting people with learning difficulties throughout their daily lives to achieve greater independence and a more fulfilled lifestyle.

# 3 Paying for your Care



This section provides details of the fees involved and how you can pay these.



### Our Fees

#### Financial Arrangements and fees

We are committed to providing value for money within our comprehensive and caring services.

The fees charged are dependent on the type of care package and the needs of the person using our service. Our fees start from £13.15 per hour. Out of hours and sleep in rates are dependent upon the length of time and service requirements. Our rates are revised on an annual basis.

Depending on the personal financial situation, an individual can either pay the fees privately or receive benefits arranged by social services.

The current rules can be complicated and specific, but advice is available from the Registered Manager.

#### Paying for your Care

Excelcare Homecare can offer a number of ways of paying for your care:

##### Private Care

This is where an individual arranges and pay's for their care themselves, there is no involvement from social services.

##### Social Services

It could be that you are referred to Excelcare Homecare by your local authority Social Services departments; in this case social services will advise you on your eligibility for help with funding and if a service is provided, you will not receive a bill from Excelcare Homecare but from the local authority.



### How to pay for your care

#### Direct Payment

Direct payments are cash payments made to individuals needing support, this is in place of social services provision (social services will need to access that you meet the criteria). Councils may make direct payments only with the consent of the person concerned, or for disabled children aged under 16, (with the consent of a person with parental responsibility). Since April 2003, local councils have had a duty to make direct payments to people who can consent to use them. Department of Health guidance says that direct payments should be discussed as a first option with everyone, at each assessment and at each review.

#### Individual Budget

Unlike direct payments, (which only use money from a local authority social care budget), individual budgets combine resources from different funding streams to which a person is entitled:

- Local Authority Social Care
- Integrated Community Equipment Services
- Disabled Facilities Grants
- Supporting People for Housing-Related Support
- Access to Work
- Independent Living Fund

Individual budgets are designed to give people choice and control over how they receive their care package. They can be in the form of a direct payment, or services commissioned by the local authority or a broker who manages the budget on an individual's behalf, or a combination of both. The money can be spent on any product or service that achieves the outcome specified in the care plan. The local authority still remains the primary responsibility for ensuring the appropriate range of support is available.



# 4 Staff & Organisation



“ This section describes the Organisation and the Management and Staff with details of their experience and qualifications



### Registered Provider, Responsible Individual and Registered Operations Manager

#### **Name and address of Registered Provider**

Excelcare Homecare Division Ltd  
Tower Hamlets Branch: 33 Narrow Street, London, E14 8DP  
Tel: 020 7780 9484 Fax: 020 7790 1450  
Email: tower.hamlets@excelcareholdings.com

#### **Registered Operations Manager – Kelly Tanner**

Kelly has been with Excelcare since 2003 and joined the Homecare Division in 2005.

Kelly has completed her Leadership and Management qualification, NVQ Level 4 in Health and Social Care, Health and Safety for Supervisors, Supervision and Appraisal training, mental capacity act and Dementia training.



#### **Responsible Individual – Penny Howard**

Penny has a BSc (Hons) in Nursing and is a 1st level Registered Nurse with a teaching qualification and a Diploma in Management. She has worked in the independent sector since 1990 as a senior manager after being a Ward Sister in the NHS. Penny owned an education and consultancy business delivering NVQ's and management training and also worked as a consultant advising on CQC requirements and with homes experiencing difficulties either with management, environment or occupancy.



### The Team

#### Community Care Coordinators

The Community Care Coordinators spend the majority of their time in the community. Their role is to carry out assessments of potential people using our service, undertake regular reviews of needs and Care Plans and to monitor the services by carrying out home visits and spot checks.

#### Care Coordinators

The Care Coordinators role is to implement care packages, including allocation of care workers and to ensure that the person using our service receives continuity of care. They will ensure our Service Users are fully updated about any changes in their care provision.

#### Administrator

Our Homecare Administrator supports the whole branch with all aspects of administration and also supports the Registered Manager with recruitment of new care workers.

#### Care Workers

We have a large number of care workers with a wide range of skills and qualifications.



### About our Workers

Excelcare Homecare has a large number of care and support workers from various cultural backgrounds with an extensive range of skills and qualifications.

This enables us to allocate the right worker for you, ensuring that we provide someone with the right skills as well as the right personality to meet your needs.

#### Recruitment

At Excelcare Homecare we understand how important it is to you to have that piece of mind that the worker that you are allowing into your home is trustworthy and honest.

To ensure our customers are in the very best hands, a great deal of trouble is taken choosing reliable, caring staff. We carry out robust recruitment checks to ensure our customers are kept safe.

Recruitment checks that are carried out before carers start work are:

- Original proof of Identification will be seen
- 2 recent Passport photos will be provided
- Two references will be obtained, one of which would be from their most recent employer
- Certificates attained in relation to care work
- SOVA and POCA check
- Full Criminal Records Disclosure

Once all of the above checks have been carried out, and the branch manager is satisfied that the applicant has the relevant experience and is suitable, the applicant will then undergo training.



### Training

All of our Care and Support Workers will complete Skills for Care Induction Training (which is nationally recognised) before they are allocated work. This is over 5 days which includes Health and Safety, Fire Safety, Infection Control, First Aid, Medication, Safeguarding of Vulnerable Adults and Children and an understanding of the Mental Capacity Act.

All of our workers will work to achieve QCF Level 2 in Health and Social Care within 6 months of working for us.

We also ensure that all of our workers undertake all mandatory training and annual refresher/updates.

As well as the above, we have an ongoing training plan with our workers to ensure that they gain knowledge and understanding of specific conditions and health issues.



# 5 Care Provision



This section gives you a brief outline of how we get to the Care Provision commencing.



### Your Care

#### Enquiries

If you have an enquiry about a care package for yourself or a loved one, you can contact a member of the team seven days a week. We can give you more detailed information about the types of services we offer, or discuss options with you.

#### Assessing your needs (including your involvement)

With your agreement, we will arrange for one of our Community Care Coordinators to visit you at home and carry out a care and risk assessment, this will help us to discuss a suitable care package, we can also provide you with a costing.

We will fully involve you in the assessment and care planning process, you may also want to have a relative or friends involvement.

#### Allocating your Care Worker

Excelcare Homecare Division will always allocate you a care worker according to your needs, choices and preferences.

Where possible, we will arrange for your carers to be introduced prior to the start of your care. We always introduce a minimum of 2 carers, so that we have a back up carer who you are familiar with to ensure continuity of care.

#### Your Care Package (including what we cannot provide)

Once your care package is agreed, we will provide you with a contact book which will remain in your home, this includes a copy of your care plan, assessments and daily communication records for your carers to log their visits.

We will make contact with you on a regular basis to ensure that you are happy with your carer and the standard of care being provided. If at any time, you would like to make a change to your care package or wish to discuss any of your care, you can call one of the team at anytime.

All of our care workers carry ID badges which include their name and photo.

At the end of every visit, your carer will ask you to sign their timesheet if you are able.

### **Reviewing your Care Package**

Your care package can be reviewed at any time, should your condition change. We will arrange a suitable time to discuss and review.

## Insurance

### **Gifts and Signing of Legal Documents**

It is a management concern that people using our service may place care workers in a difficult position by asking them to accept money or to assist them with the preparation of a will or any other document purporting to bestow property. People using our service may bequeath to care workers gifts that could later be disputed by the Service User/ next of kin/significant other or other beneficiaries. This could cause embarrassment both to the member of staff concerned and to the service; consequently it is company policy for care workers to politely decline the gift.

In order to reduce the risk of accusations of undue influence the management have drawn to the attention of care workers the dangers that exist and have advised care workers not to accept gifts or money from individuals using our service.

If however an individual is insistent on making a gift, the care worker must seek advice from the Management who may arrange for them to discuss the issue with a senior officer of the registration authority. In addition care workers are instructed not to help or offer advice upon the preparation of wills, deeds or gifts and are instructed that they can not witness the signature of an individual using our service or relative on this type of documentation.

If an individual wishes to make a will, assistance can be offered by the agency in order to obtain the information about services that offer a will writing service.

# 6 Quality Monitoring



This section gives a brief description with regards to what we do to monitor the Quality and Standard of our Services we provide



### Quality and Standards of Service

We have a commitment to management information systems which can be utilised to ensure service terms are met, high quality services ensured and in the event of poor performance in service delivery, rectified and guarantee continuous improvement in our service.

#### **The systems that underpin our quality assurance service are:**

- Annual senior management audits
- Care plan monitoring and updating
- Care plan preparation
- Care plan reviews
- Complaints and compliment – management and investigation
- Complaints freephone number
- Contract compliance review
- CQC compliance
- Daily log evaluations
- Individual and group supervisions
- Monthly management audits
- Performance appraisal from induction onwards
- Robust complaints procedure
- Service user/relative questionnaire
- Spot on site checks
- Telephone monitoring
- Training matrix – development programme
- Weekly staff meetings
- Whistle blowing procedure

We are proud of our comprehensive internal quality assurance systems, which are continually reviewed and monitored.

We have a whistle blowing policy in place which informs staff of their responsibilities to report any concerns of abuse.

### Data Protection Act

In order to provide services we need to record your details which you have a right to see and check.

Information may be shared with other organisations we work with to provide services to you.

We will process and safeguard your details in accordance with the Data Protection Act. Information may be used in connection with the prevention and detection of crime.

Your permission is required to disclose personal information.

The address of the information Commissioners Office who ensures compliance with the legislation is given within our complaints section.

#### PRINCIPLES

There are eight principles put in place by the Data Protection Act 1998 to make sure that your information is handled properly.

#### DATA MUST BE:

- Fairly and Lawfully processed
- Processed for limited purposes
- Adequate, relevant and not excessive
- Accurate
- Not kept for longer than necessary
- Processed in line with your rights
- Secure
- Not transferred to countries without adequate protection

By law data controllers have to keep to these principles.



### Complaints and Compliments

It is our belief that any comments, whether these be positive or critical can help in the improvement of Quality Standards and we are always pleased to receive feedback on the service provision.

Should anyone with an involvement in the home have cause for complaint, we would be happy to investigate the matter fully, record the details and offer a detailed explanation of the incident/occurrence and advise on action that has been taken. As a company we have a direct line to our Head Office who record and monitor Compliments and Complaints. The direct telephone number is FREE 0800 1412168.

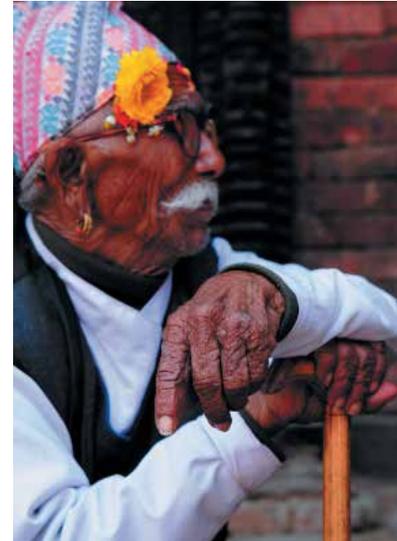
If a complaint is raised with a member of staff, the matter will be brought to the attention of the Registered Manager who will proceed to look into the matter in order to resolve the issue. The Registered Manager will also take steps to minimise the risk of a recurrence of the issue.

We provide an initial response within 7 working days and a further response in conclusion of the investigation within 28 days of receipt detailing any action to be taken.

A full copy of the complaints procedure that details the second stage process is available within the branch and the Registered Manager would be pleased to provide a personal copy on request.

In the event of the complainant not being satisfied, the person will be advised that the matter can be referred to Head of Internal Governance for Excelcare and/or Care Quality Commission and/or the Local Authority Social Service Department.

Data protection concerns should be addressed to the Information Commission Office.



## Section 6: Quality Monitoring

The relevant addresses are:

### **Kelly Tanner: Registered Manager**

Homecare Division Tower Hamlets Branch  
33 Narrow Street  
London  
E14 8DP

Email: Kelly.tanner@excelcareholdings.com  
Tel: 020 7780 9484  
Fax: 020 7790 1450

### **Penny Howard: Head of Care**

Excelcare  
Ertosun House  
61 Widmore Road  
Bromley  
Kent  
BR1 3AA

Email: penny.howard@excelcareholdings.com  
Tel: 020 8313 5000  
Fax: 020 8313 5004

### **Bill Scott: Head of Internal Governance**

Excelcare  
Ertosun House  
61 Widmore Road  
Bromley  
Kent  
BR1 3AA

Email: bill.scott@excelcareholdings.com  
Tel: 020 8313 5000  
Fax: 020 8313 5004

### **Care Quality Commission:**

CQC Eastern Region  
Citygate  
Gallowgate  
Newcastle Upon Tyne  
NE1 4PA

Tel: 03000 616161  
Fax: 03000 616171

### **London Borough of Tower Hamlets**

Adults Health & Well-being Directorate  
Older Persons Commissioning  
2 Clove Crescent  
East India Dock  
London  
E14 2BE

Tel: 020 7364 5000

### **Local Government Ombudsman**

Local Government  
PO Box 4771  
Coventry  
CV4 0EH

Tel: 0300 061 0614 or  
0845 602 1938

### **Information Commissions Office (Data Protection)**

Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF

Tel: 01625 545740



## Service User Agreement Terms and Conditions

I (Person's Name) \_\_\_\_\_ wish to appoint 'Excelcare Homecare Division (Tower Hamlets)' to provide me with the service that has been discussed with me.

### The service/services I require are:

Name of service: \_\_\_\_\_

Frequency required: \_\_\_\_\_

Date service is to commence: \_\_\_\_\_ Date service is to finish: \_\_\_\_\_

Cost of Service: \_\_\_\_\_

These costs will be reviewed from time to time and any changes will be notified to you in advance in writing.

All Bank Holidays are charged at double time (Christmas Eve and New Years Eve from 5pm)

I understand that I may change the service I have requested at any time by contacting the Excelcare Homecare Division (Tower Hamlets) Registered Manager.

I understand that I may cancel the service at any time but agree that unless exceptional circumstances arise I will give more than 4 hours notice.

I understand that I will receive invoices four weekly.

If invoices are unpaid after 14 days, unless otherwise agreed or exceptional circumstances arise, a charge of 10% in interest will be levied on the unpaid balance.

I understand that if a member of Excelcare Homecare Division (Tower Hamlets) enters my direct employment as a result of being introduced by Excelcare Homecare Division (Tower Hamlets), a one off fee will be charged by way of compensation. This fee is negotiable.

I understand that Excelcare Homecare Division (Tower Hamlets) will act as the agent for the staff member, all charges will be paid directly to Excelcare Homecare Division (Tower Hamlets) who will then pass on the salary element of the amount after deduction of the agency fee.

I understand that Excelcare Homecare Division (Tower Hamlets) will take all reasonable actions to ensure that staff introduced to me will be sufficiently skilled to provide the service requested. I understand that if any special skills are required, I will notify Excelcare Homecare Division (Tower Hamlets) in advance of the staff being introduced.

The above conditions have been explained to me by (name and position)

### I fully understand and agree to them:

Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Address: \_\_\_\_\_ Tel No: \_\_\_\_\_

### Signed on behalf of Excelcare Homecare Division (Tower Hamlets)

Assessor: \_\_\_\_\_ Manager: \_\_\_\_\_

Date: \_\_\_\_\_ Date: \_\_\_\_\_



## Service User Agreement Terms and Conditions

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### I fully understand and agree to them:

Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Address: \_\_\_\_\_ Tel No: \_\_\_\_\_

### Signed on behalf of Excelcare Homecare Division (Tower Hamlets)

Assessor: \_\_\_\_\_ Manager: \_\_\_\_\_

Date: \_\_\_\_\_ Date: \_\_\_\_\_



We are happy to provide a copy of our information pack in other languages at your request

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আপনার পড়তে অসুবিধা হলে বিবরণ সম্বলিত পুস্তিকাটি আমরা বড় ছাপার অক্ষরে কিংবা অন্য কোন অনুদিত ভাষায় আপনার কাছে পঠাতে পারি ।



**Tower Hamlets Branch**  
33 Narrow Street, Limehouse  
London, E14 8DP

**Tel: 020 7780 9484**

[www.excelcareholdings.com](http://www.excelcareholdings.com)

[tower.hamlets@excelcareholdings.com](mailto:tower.hamlets@excelcareholdings.com)