

Maximising Your Experience  
with  
**RCL Home  
Care**

A Client's Guide

Regulated by



[www.rclstaffing.co.uk](http://www.rclstaffing.co.uk)

Unmatched excellence: Elevating lives with exclusive care.

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# RCL Home Care

# Welcome to RCL Home Care Services

## A very Warm welcome

Our visit to Fairmont Windsor Park was an incredible experience that sparked the creation of RCL Home Care. During our stay, we were blown away by the level of care we received, and it inspired us to think about how we could provide the same level of care to others. Our daughter slept soundly, my wife could take a break from her busy work life, and seeing our family happy made the experience truly priceless. We were impressed by every detail of our stay, from the thoughtful amenities provided to how the staff anticipated our needs.

With my background in hospital social work and my wife having worked as a registered manager for retirement living for several years, we knew we had found something special. We asked ourselves, what if we could bring this level of care into people's homes? What if we could transform the lives of those who require care by focusing on every detail, no matter how small? These questions inspired us to create RCL Home Care, where we strive to provide top-notch care with attention to every detail. We are excited about the journey ahead and are committed to making our service the preferred choice for families.

At RCL Home Care, we are genuinely interested in positively impacting your life, and we look forward to exceeding your expectations with our thoughtful care.

## **Our Purpose**

Our purpose is for you to receive outstanding care and personalised attention, allowing you to live a fulfilled life in the comfort of your own home. Trust us to support you every step of the way.

## **Our Promise**

- Unmatched excellence – We carefully selected highly trained professionals.
- Careful attention – Our approach is person-centred: Our Care plans are designed to be flexible, adaptable and responsive.
- Exclusive Privacy – We respect the confidentiality of our clients – loved ones can maintain their dignity and independence while enjoying the highest level of privacy
- Tailored peace of mind – We have a comprehensive range of services to meet specific physical, emotional and social needs.

## **Our Values – CARES**

**Consistency.**

**Attention to detail.**

**Responsiveness.**

**Exclusive experience.**

**Superior Care.**

## About us

Our head office is at Malmarc House, 116 Dewsbury Road, Leeds, LS11 6XD, West Yorkshire; the registered manager and our administrator work together at the office here. Our community team comprises team leaders, healthcare assistants, and other professionals who work alongside us to provide the best care and support possible.

RCL Home Care has a straightforward, structured approach to governance. RCL Home Care senior leadership will ensure clear and transparent communication channels throughout the service and with all Service Users (and those legally responsible for them), staff, and other stakeholders. Information will be appropriate, accessible, timely and provided in a format that meets the recipient's needs. The website of RCL Home Care and its internal IT systems will be updated with the latest information for the service.



## Care Plan Overview

### Personalised care goals

These are specific, individualised objectives established during our assessment based on a person's unique needs, preferences, and circumstances. These goals are tailored to your health, well-being, and personal aspirations, forming the foundation of a customised care plan.

For example,

- Improving mobility and physical strength through targeted exercises and assistance with movement.
- Managing chronic health conditions by adhering to medication schedules and implementing healthy lifestyle practices.
- Providing companionship and emotional support to combat feelings of loneliness or isolation.

### Detailed Schedule of Services

During the care assessment, we created a schedule for each type of service to be provided. This schedule includes the frequency, duration, and specific tasks RCL Home Care will carry out. These details may be subject to change depending on how the care plan is progressing, and we will review them after six months or earlier if necessary.

### Caregiver Assignments

We will provide information about the assigned professionals, including their names, roles, and the specific services they will be providing.

### Medication Management

Medicines prescribed to you remain your property, and it is your responsibility to ensure the safe storage of the medication. During the assessment, details of the medication schedule, including dosages, administration instructions, and necessary monitoring or reporting procedures, are discussed, and any changes will be documented.

We understand the importance of treating minor ailments with over-the-counter/home remedies, but safe practices must be in place. To ensure this, we work with you, your GP, and community pharmacists to agree on a list of approved

medications. Our staff are trained to ensure that the medication is fit for purpose and appropriate for use, with safeguards in place to protect you.

During a pandemic such as COVID-19, we follow all government guidelines, including social distancing and PPE requirements, to ensure the safety of our clients and staff.

## Emergency Preparedness

To cope with the effects of emergencies, including flooding, IT failure, fire, loss of power/electricity/water, transport strike, Flu outbreak, terrorist attacks or extreme weather conditions, RCL Home Care has a continuity plan in place and a plan will put in place during your initial care assessment.



All accidents, whether trivial or minor, will be reported to the manager or person in charge. In some cases, action will be taken, and in some, advice will be given. However, all accidents are recorded regardless of action taken or not taken.

We're committed to keeping our staff and clients protected from infection risks. We take necessary precautions, conduct thorough assessments, and implement the best

control measures to ensure safety. Our documented measures are comprehensive and transparent. You can be confident that everyone is safe with us.

## Key Contacts

CONTACT	OFFICE NUMBER	MOBILE NUMBER	USEFUL INFORMATION
Ronald Mutira	0113 322 2711	07388005802	Registered Manager
Benhilda Chirowodza	0113 322 2711	07309066746	CEO
Police	101		
SOCIAL SERVICES – Adult Services and Wellbeing	0113 222 4401 (Leeds)		
Emergency services	999		Fire services
CARE QUALITY COMMISSION	03000616161		
HEALTH & SAFETY (RIDDOR)	0345 300 9923		
Flood Line	03459881188		

In case of medication errors or near misses, the following actions will be taken:

- You will be informed that a medication error has occurred
- As soon as the error or near miss is identified, the client's condition will be assessed to establish if they have suffered any harm
- If harm has occurred and the Client is unwell, 999 will be called.
- If the client does not appear immediately unwell, the incident will be reported to the doctor responsible for the client's care. During out-of-hours, 111 will be contacted.



## Our Services: Comprehensive Descriptions

The services we provide are as follows:

### 1. Domiciliary Care

- This is when you require support while you remain safe at home.
- Visiting times and lengths are tailored to your needs.
- Routine visits are at the time you need, one to five times daily. The minimum visit period is 30 minutes in duration.

### 2. Respite

- This is available to support family members who are the primary carers.
- When they need a break, go out, or holiday, etc.
- Visiting times and lengths are tailored to your needs.
- Routine visits are at the time you need, one to five times daily. The minimum visit period is 30 minutes in duration.

### 3. Re-enablement

- This is when you get discharged from the hospital and require support until you regain independence.
- Usually, it is a short-term solution
- Visiting times and lengths are tailored to your needs.
- Routine visits are at the time you need, one to five times daily. The minimum visit period is 30 minutes in duration.

### 4. Live-In Care

- This is a solution for clients needing much support to remain safe whilst living at home.
- The healthcare assistant lives with you to provide 24/7 hour care with a 2-hour break per day, whether covered by a relief healthcare assistant or family or if it is safe to leave the client alone for two hours. This is assessed initially.

### 5. Overnight Stay

- If it is unsafe for the client to be left alone at night. A healthcare assistant can stay overnight with the client. If the client has nighttime needs, the carer will work overnight; if the client does not, the carer will sleep in the house to safeguard the client. In this instance, they only respond to emergencies.

### 6. End-of-life Care

- Support your loved ones to live more comfortably during their end-of-life
- Pain Management - Ensuring client receive appropriate pain relief and management to enhance their comfort and quality of life.

- Symptom Management: Addressing and managing symptoms such as nausea, fatigue, shortness of breath, and anxiety to improve the client's overall well-being.
- Personal Care: Assisting with activities of daily living, including bathing, grooming, and toileting, to maintain the client's comfort and dignity.
- Emotional and Spiritual Support: Providing empathetic care that addresses emotional and spiritual needs while offering companionship and opportunities for meaningful conversations.
- Family Support: Offering guidance, emotional support, and respite care to family members and loved ones to help them navigate this difficult period.
- Coordination of Care: Coordinating care and collaborating with healthcare professionals, hospice teams, and other support services to ensure a holistic approach to the client's well-being.
- Bereavement Support: Extending support to the family following the client's passing, including assistance with bereavement counselling and practical matters.
- Medication Management: Ensuring medications are administered promptly and appropriately while monitoring and adjusting dosages as needed.
- Comfort Care: Promoting comfort through activities such as soothing music tailored to the client's preferences.
- Advance Care Planning: Facilitating discussions about the client's goals, values, and preferences for end-of-life care and documenting these wishes in advance care directives.

# RCL Home Care

## Areas of support and our Premium Services

### Personal Hygiene/grooming

Personal hygiene and grooming are essential in maintaining your comfort and overall well-being.

- Our HCAs require time to gather all necessary supplies neatly and elegantly, including toiletries, fresh towels and any specific client preferences, and check whether the water temperature works.
- They will detail the steps to assist you and provide privacy and dignity.
- They will assist you with dressing and styling – coordinating outfits.
- The HCAs will ensure garments fit comfortably and are wrinkle-free. **NB:** It is your responsibility to ensure clothes are ironed, as the HCAs cannot do this on time unless this has been included during the initial assessment. We have ironing services that may incur extra charges
- The HCAs will clean and tidy the grooming area, leaving it pristine.
- Continuous improvements – All HCAs undergo ongoing training to enhance their skills.

#### Personal Hygiene/grooming Premium services

- Professional hair styling
- Manicures and Pedicures
- Hair shaving
- Make-up application



### Mobility

- Our HCAs will provide gentle and supportive assistance during transfers, utilising techniques to ensure smooth and comfortable movements, such as using pillows or cushions for added support.
- Our staff are trained to use **assistive equipment**, such as non-slip mats, handrails, or grab bars, to enhance safety during movement
- Our staff will ensure safety while assisting clients with walking aids, using proper techniques and adjusting equipment for optimal comfort and stability.
- It is your responsibility to provide assistive equipment as the physiotherapist advises. Our staff may not assist if they deem it unsafe to do so if proper equipment is not provided.
- We are happy to clean, report faults and charge mobility equipment

## Mobility Premium services

- Personal Concierge Service (arranging transportation, scheduling appointments, coordinating outings, handling personal requests).
- Personalised mobility training (for client and family to enhance confidence)
- Online Shop on our website – Buy or hire
  - High-end, aesthetically appealing mobility aids
  - Hoists
  - Non-slip mats
  - Designer canes
  - Walking sticks from premium material or custom-designed walkers)



## Communication and Cognition/Memory/orientation and mental health

- Communication needs are discussed during the initial assessment. We provide **FREE** communication cards. Don't hesitate to get in touch with the administrator to order one.
- Our HCAs can assist with cognitive stimulation – puzzles, memory, games, art therapy or music therapy – personalised playlists

## Communication and Cognition Premium Services

- Customised cognitive stimulation programs
- Specialised therapy sessions, Art or music therapy
- Cognitive stimulation devices (e.g. Virtual reality devices, brain training apps, interactive learning tools)
- Online Shop on our website – Buy or hire
  - Sensory aids – weighted blankets, therapeutic pillows, calming scents, Memory enhancement tools.
  - Memory journals
  - Customised memory boxes
  - My life story.



## Household management.

Our HCAs may provide the following support – some tasks are subject to discussion:

### Cleaning and Organising

- Dusting furniture, surfaces and decorative items.
- Vacuuming and mopping floors.
- Tidying up rooms and arranging furniture.
- Organising closets and storage spaces.
- Ensuring overall cleanliness and hygiene within the home.

### Laundry and Linen Care

- Changing bedding and making beds.
- Washing, drying, and folding clothes.
- Washing, drying, and folding clothes.

### Meal Preparation and Kitchen Management:

- Managing food inventory and expiry dates.
- Organising pantry and refrigerator for efficient storage.
- Cleaning and sanitising kitchen surfaces, utensils and appliances.
- Preparing nutritious meals based on dietary needs and preferences.
- Gastronomy care/PEG feeding.

### Household supplies and inventory:

- Monitoring cleaning supplies, toiletries and other essentials.
- Coordinating with clients and their families to meet specific requirements.
- Safekeeping of cleaning products.

### Plant and Garden Care

- Watering and caring for indoor plants.
- Coordinating with professional gardeners for specialised care if required.

### Home Maintenance and Repairs

- Identifying and reporting any maintenance or repair needs.

### Pet Care

- Pet feeding as agreed.
- Coordinating veterinary appointments and administering medications, if needed.
- Cleaning and maintaining pet areas within the home.

## Occasional Tasks

- Help with simple technology set-up and troubleshooting.
- Coordinating service providers, such as plumbers or electricians, when necessary.
- Assisting with planning and preparations if hosting family or friends.

## Premium Services

- Professional Cleaning Services
- Ironing and Steaming Garments
- Errands and Shopping (ensure availability of fresh ingredients, mailing packages, picking up prescriptions, purchasing speciality items)
- Restocking cleaning supplies
- Professional Gardeners
- Dog walking and exercise.



## Activities/Social Needs

### Personalised activity plan

- Activity plans based on the client's capabilities and desires, considering cultural background and age.
- Facilitate group activities or outings tailored to clients' interests, promoting community and companionship.
- Provide support and encouragement for clients to participate in events or social activities within their communities.

### Creative and Artistic Pursuits

- Encourage and facilitate artistic expressions such as painting, drawing or crafting to stimulate creativity and self-expression.
- Arrange visits to art galleries, museums, or cultural events to enrich clients' cultural experiences.
- Engage in storytelling to promote memory recall and emotional well-being.

### Physical activities and Gentle exercises

- Incorporate gentle physical exercises or chair-based activities to promote mobility and well-being.
- Organise leisurely walks or outdoor excursions based on the client's comfort and safety requirements.

## Technology support and engagement

- Facilitate video calls with family and friends, enabling virtual connections and reducing feelings of isolation.
- Assist clients in using technology for communication, entertainment or learning purposes.

## Activities/Social Needs Premium Services

- Private tours to exclusive events or performances.
- Private Chauffeur services.
- Personal photography sessions.
- Concierge services.



## Spiritual/Wellbeing

- We show respect and cultural sensitivity towards various spiritual practices, avoiding imposing personal beliefs.
- We can facilitate access to spiritual leaders, clergy, or counsellors when clients request or deem beneficial.

## Spiritual/Wellbeing Premium services

Customised wellness programs (gentle exercises, relaxation, mindfulness)  
Specialised retreats and excursions: Arranging unique experiences that align with clients' spiritual or well-being goals.



## Relationships/Sexuality

- We can provide an environment of trust, respect and non-judgement where clients feel comfortable discussing their relationships and sexuality.
- We can collaborate with sexual health specialists, counsellors or therapists to offer specialised support when needed or requested.

# Safeguarding Your Well-Being

## Safeguarding Adults Statement

Safeguarding protects an adult's right to live safely, free from abuse and neglect. Adult Safeguarding is about preventing and responding to concerns of abuse, harm or neglect of adults. Vulnerable individuals may be unable to care for themselves or protect themselves against significant harm or exploitation. This means they may be at risk of abuse or neglect due to another person's actions (or lack thereof). In these cases, it is vital that RCL Home Care works together to identify people at risk and put steps in place to help prevent abuse or neglect. Safeguarding Adults is a priority for RCH Home Care. The activities carried out by RCL Home Care include a range of staff and people working on our behalf who may come into contact with people at risk of harm.

### What Action Must You Take if You Have Concerns?

RCL Home Care follows Local authority safeguarding procedures, and its policy and procedure detail the responsibilities and actions required by all staff. If you have any concerns that someone is at risk of harm or abuse, is being harmed or abused, you must take action.

- Ensure your safety – leave the situation if you are at risk of harm
- Where there is clear evidence of harm or imminent danger, call the emergency services immediately
- Treat all allegations of abuse seriously
- Report concerns to your line manager as soon as possible

### To whom do you Report your Concerns?

At RCL Home Care, the person responsible for safeguarding is:

#### The registered manager

They can be contacted at 07769820057 or 0113 322 2711 or by email to [info@rclstaffing.co.uk](mailto:info@rclstaffing.co.uk)

#### Escalating Concerns

We report our concerns to the Local authority

Adults Safeguarding Team (Leeds): Adult Social Care: 0113 222 4401



## Raising a Concern to the CQC

You can also contact the CQC if you cannot use the Whistleblowing Policy and Procedure at RCH Home Care. The CQC can be reached by using the following methods:

Phone: 03000 616161

Email: [Enquiries@cqc.org.uk](mailto:Enquiries@cqc.org.uk)

Post: CQC National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne. NE1 4PA

*This statement and our full Safeguarding Policy and Procedure is available online.*

## Key Facts

**All our clients and their families should be aware of the following:**

- RCL Home Care must safeguard the people using its service.
- RCL Home Care will have reviewed your care plan and worked with you to support you through the enquiry process and move on in the future.
- When the facts are brought together, and a way forward has been decided with your input, you will be talked through the findings if possible.
- RCL Home Care will provide information and Care Plans to help you understand safeguarding and what to look for.
- If it seems a crime has taken place, the police will be called immediately.
- Other agencies may be involved in getting to the facts of the incident.
- If you need extra support, such as an advocate, one will be provided.
- If something happens that may be a safeguarding incident which involves you, RCL Home Care will make sure that you understand your choices and the next steps and that you are included as much as you want and can be.

## Adult Abuse

### What is Adult Abuse

- Adult abuse is when someone hurts or scares you on purpose
- They might say, "Don't tell anyone."

### Adult Abuse is Wrong

- Adult abuse can happen to anyone
- You need to know what to do if it happens to you or to someone you know

### Abuse can Happen Anywhere.

- At Home
- In a Residential or Care Home
- In Hospital
- In a Day Service, Work, School
- On the Internet or Phone
- Public place/in the community

### Anyone can cause abuse.

- A partner or relative
- A friend or neighbour.
- Sometimes, a person pretends to be your friend so they can abuse you. This is called 'Mate Crime.'
- A paid or volunteer carer
- Other service users
- Someone in a position of trust
- A stranger

## Some Examples of Abuse

### Physical Abuse

This involves being hit, slapped or kicked, or being hurt in another way

### Neglect

This is when you do not get the help you need. It might include not getting help with your medication, or your care needs, or not giving enough food.

### Sexual Abuse

**This is when someone touches your private parts when you don't want them to or makes you touch them.**

It is also when someone talks to you about sex when you don't want them to

### Discriminatory Abuse

This is when someone mistreats you because you are different. This is sometimes called Hate Crime. This could be because of your Age or Gender, Sexuality or Disability, Race or Religious belief.

### Financial or Material Abuse

This is when someone takes something that belongs to you without asking or makes you give them things.

### Organisational Abuse

If an organisation causes abuse, it is often called Organisational Abuse. This is where you are not being cared for properly. It is where your own choices are ignored.

### Modern Slavery

This is when someone is forced to work with little or no pay or threatened with violence if they do not work

### Self-neglect

- This is when someone might come to harm because they do not look after themselves
- This might be not eating, taking their medication, or looking after their hygiene

## Domestic Violence and Abuse

When abuse occurs between partners or family members, it is often called Domestic Violence and Abuse.

## Important Company Policies

These are the crucial and essential policies to read, which can be found on our website.

- Complaints Policy and Procedure.
- Equality and Diversity Policy and Procedure
- Health and Safety Policy
- Infection Control Policy
- Safeguarding Adults Policy and Procedure
- Whistleblowing Policy

Physical copies of these are available on request.

## Client Rights and Responsibilities

### Your Rights

1. **Dignity and Respect:** The right to be treated with dignity, respect, and compassion at all times.
2. **Privacy:** The right to privacy and confidentiality in personal and medical information.
3. **Informed Decision-Making:** The right to participate in decisions about your care, including the right to receive clear and understandable information about your condition and the proposed care plan.
4. **Safety:** The right to receive care in a safe and secure environment, free from abuse, neglect, or exploitation.
5. **Personal Preferences:** The right to express personal preferences and make choices about your daily routines, activities, and care services.
6. **Quality of Care:** The right to receive high-quality, professional care that meets your needs and respects your cultural, religious, and personal beliefs.
7. **Communication:** The right to effective communication with RCL Home Care, including the right to have access to an interpreter if needed.

**8. Complaints and Grievances:** The right to voice concerns, file complaints, and seek resolution without fear of retribution.

## Your Responsibilities

**1. Honesty and Cooperation:** The responsibility to provide accurate and honest information about your health, medication, and personal preferences to facilitate effective care.

**2. Compliance with Care Plan:** To participate in and comply with the agreed-upon care plan to the best of your ability.

**3. Respect for Caregivers:** The responsibility to treat caregivers with respect and consideration, recognising their professional role in providing care.

**4. Safety:** The responsibility to alert caregivers to any potential safety hazards or concerns in the home environment.

**5. Communication:** The responsibility to communicate openly and honestly with caregivers, providing feedback and voicing any concerns or changes in their condition.

**6. Participation in Decision-Making:** The responsibility to actively engage in the decision-making process regarding their care, including discussing preferences and concerns with caregivers.

## Financial Information

The information below about payment schedules, billing procedures, and available financial assistance builds on the information already provided during the contract signing process.

If you want flexible support to complement your routines and lifestyle, you can receive all this and much more, starting from **£23.99 per hour**. Call out fee of **£1.99 per visit**.

If you require a more comprehensive package of care, our ongoing live-in care and 24-hour care prices start from **£1,505 per week for one person** and **£1,715 per week for a couple**.

## Fees

- The CLIENT agrees to pay to RCL Home Care the Fees for the Service in consideration of RCL Home Care making the Services available to the CLIENT

- Fees will be charged by reference to time spent, and time is set hourly, with a minimum of 30-minute calls.
- The stated Fees will not include VAT.
- The Fees will be reviewed periodically and, in any event, every six months.
- Where there is to be an increase or decrease in the Fees, there will be a notice period of four weeks before any change takes effect.

RCL Home Care shall itemise any expenses incurred in your invoice in addition to these fees, which are in force at the time of each assignment.

RCL Home Care will invoice the client bi-weekly in arrears from [sales@rclstaffing.co.uk](mailto:sales@rclstaffing.co.uk). Any questions regarding the invoice and charges must be directed to [sales@rclstaffing.co.uk](mailto:sales@rclstaffing.co.uk) as soon as possible.

Payments will be made by BACS or bank transfer using the bank details provided below.

**Name: Ronmuth Consultants Ltd**

**Account number: 77737692**

**Sort code: 608371.**

**Reference: Client ID and Surname.**

If invoices are not paid by the due date agreed upon for payment, RCL Home Care reserves the right to charge interest accruing daily at 4% above the prevailing Bank of England base rate. In addition, penalties in the Late Payment of Commercial Debts (Interest) Act 1998 will also be charged.

RCL Home Care accepts responsibility for meeting the agreed needs of the client and will provide suitably trained, sufficiently skilled, experienced and competent carers to provide the services.

RCL Home Care reserves the right to charge in full for any agreed assignment following the fees agreed if the client gives less than **24 (twenty-four) hours'** notice of its cancellation of a visit.

RCL Home Care has the following insurances in place:

- Employers' liability insurance (at least £10 million regarding any one claim).
- Public Liability Insurance, including malpractice cover for treatment risks, errors and omissions (at least £5 million in respect of any one claim).
- Professional indemnity (at least £5 million for any one claim).

RCL Home Care reserves the right to withdraw carers in circumstances which, in RCL Home Care's reasonable opinion, make the provision of its services untenable. Such circumstances would include (but not be limited to) failure by the client to provide safe and appropriate equipment for the task, failure to pay, or persistent late payment of RCL Home Care's invoices.

In the event of sickness, staff will call RCL Home Care in the first instance, and we will then endeavour to cover them with another staff member of equal grade from our bank of employees. RCL Home Care will communicate with the CLIENT throughout this process, updating them on the progress. If no replacement can be found, the responsibility to cover the workplace will revert to the CLIENT, with no liability attributed to RCL Home Care.

Suppose a carer fails to attend to the client or is unsatisfied with the standard of care provided. In that case, the client shall notify RCL Home Care immediately following RCL Home Care's written Complaints Procedure.

## **Feedback and Complaints Procedures**

### **How to make a complaint**

RCL HOME CARE aims to provide the best possible service to everyone using our services. Your feedback is always welcome, and with your help, we can continue to improve what we offer and how we do things. We will not treat you any differently if you make a complaint.

#### **Stage 1 – Local Response**

If you are dissatisfied with the service you receive, please raise it as soon as possible with the registered manager, who will happily address the issue immediately to provide a satisfactory outcome within five (5) days.

#### **Stage 2 – Formal Complaint**

If the Manager's response to your complaint is unsatisfactory, please contact –  
The CEO, RCL HOME CARE, 116 Dewsbury Road, LS11 6AD.

Email ([info@rclsftaffing.co.uk](mailto:info@rclsftaffing.co.uk)), or phone 0113 322 2711 or 07769820057.

We accept complaints in any form.

We will acknowledge your complaint within five (5) calendar days and let you know who will investigate it. We will formally respond to your complaint within fifteen (15) calendar days (see 'note' below).

### **Stage 3 – Review of Complaint**

If, after our response, you are still dissatisfied, you should inform the directors at the address given in Stage 2 above, who will forward the complaint to a relevant RCL HOME CARE 3<sup>rd</sup> party personnel. We will acknowledge your request for review within five (5) calendar days. We will formally review and respond to your complaint within eighteen (18) calendar days (see 'note' below).

### **Stage 4 – Appeal Panel**

Suppose you are dissatisfied with the outcome from Stage 3. In that case, an external company will be consulted. The CEO will arrange for this to happen within eighteen (18) calendar days (see 'note' below).

**Note:** if there is an unavoidable delay in meeting any of the deadlines above, the Customer Services Manager will explain why and agree on a new deadline for a response with you. Suppose we fail to respond within fifty-six (56) calendar days of receiving your complaint at Stage 2 or any later agreed deadline. You may refer your complaint to the relevant Ombudsman service in that case.

### **Referring Complaints to External or Independent Bodies**

If your complaint is about an RCL HOME CARE service, you may, at any time, complain to one of the following bodies:

- For Council or NHS-funded care services, the body who arranged the placement/service.
- For Council and privately-funded care services:
  - In England, the Local Government and Social Care Ombudsman
  - In Wales, the Public Services Ombudsman for Wales

You may also inform the Care Quality Commission (CQC) in England, Care Inspectorate Scotland (CIS) or Care Inspectorate Wales (CIW), as appropriate. They do not investigate individual complaints or offer redress but consider them in developing their inspection programmes.

Several organisations will only consider a complaint once you have exhausted our internal complaints procedure and received our final decision.

In addition, RCL HOME CARE will –

- co-operate with anyone acting on your behalf (in the same way as we would co-operate with you)
- co-operate fully with the relevant Ombudsman during any investigation and comply fully with the resulting decision, which will be binding on us
- provide you with contact details for the relevant Ombudsman. However, we would welcome the opportunity to resolve your complaint through our Complaints Procedure first



# RCL Home Care



## Contact Information

### Contact Numbers

You can contact us through the following channels:

To speak to the registered manager or administrator

- Mobile – 07769820057 (Available on WhatsApp)
- Landline – 0113 322 2711

We cannot provide you with the healthcare assistants' numbers. However, you can call the office to speak to your assigned Healthcare Assistant. The office staff will be able to assist you.

### Emails

- General Enquiries – [info@rclstaffing.co.uk](mailto:info@rclstaffing.co.uk)
- Sales and Finances – [sales@rclstaffing.co.uk](mailto:sales@rclstaffing.co.uk)

X (formerly known as Twitter) – [RCL\\_Staffing](#)

Instagram – [rclhealthcareofficial](#)

Facebook – [RCL Staffing](#)

Linked In – [RCL Staffing](#)

Unmatched excellence: Elevating lives with exclusive care.