

All our carers are thoroughly referenced and police checked and any applicants that are not UK nationals undergo home office immigration checks.

All new carers attend a comprehensive induction programme which fully meets the Skills for Care induction standards.

We encourage and support our carers to work towards a nationally recognised qualification in Care - NVQ 2 or 3. We also provide them with on going training to ensure that their knowledge and skills are up-to-date.

We monitor, support and supervise all of our carers on a regular basis to ensure they are fully competent to deliver the high quality of care that all our clients deserve.

On choosing Kivernell Care, one of our experienced Care Assessors will visit you at home to discuss your needs and requirements and the level of support that you will require. We will draw up an agreed care plan and contract between ourselves and agree a date for starting the contract. For visiting care, we will then send you a list of the times and dates of your calls and the name of the carer attending them. We try, where possible to provide you with regular carers on a regular

basis, keeping any changes to a minimum. If changes do need to be made, we will keep you fully informed.

We carry out regular reviews with our clients to ensure that they are happy with the care that they are receiving and assess if their care needs have changed.

There is always someone on the end of the telephone to deal with any immediate issues that arise. There is always an on call manager on duty outside office hours.

We respond quickly to any comments or complaints that our clients or their representatives make about our service and constantly look to see if there are any improvements we can make.

We are regulated by the Commission for Social Care and Inspection. Our latest inspection report can be found @ [www.csci.org.uk](http://www.csci.org.uk)

