**Appendix B: example service specification**

# Domiciliary Care Services for Adults

**(xxxx Solihull)**

***Service Specification 2005 (Schedule 1)***

**Service Users**

Adults and their carers resident in Solihull who are assessed to be in need of support by a Care Manager in an Adult Care Social Work Team.

**Area of Provision**

xxxx (defined by postal code below):-

xxxx

This list is indicative only as some Solihull residents living at the Borough boundaries may come under different postal codes; in the event of a dispute the Council’s decision will be final.

**Times of service:**

Suppliers must be able to provide the service for seven days per week and 365 days per year (366 in leap years). The service to be supplied must be available between 0730hrs and 2300hrs.

**Focus of service provision:**

All tasks carried out by care staff will have the aim of rehabilitating and/or enabling the User to manage their own care needs as independently as possible.

**Range of tasks to be provided**:

The range of tasks to be carried out by staff are detailed below. This list may not be complete but gives a general indication of the type of tasks which may be ordered by Care Managers. All tasks will be carried out only with the agreement of the customer and as prescribed in the individual Services Order form.

**1.0 PERSONAL CARE:**

1.1 Assisting Service User to 'get up':

To enable clients to get out of bed and prepare themselves for their day‑time activities giving such physical assistance as may be required with dressing, washing, shaving (excluding wet shaving), oral hygiene, helping with mobility, etc. Any assistance which is given will be in accordance with the client’s individual needs, abilities and requirements, including speed (i.e. they should not be rushed) and sequence of dressing, medical requirements and use of aids/equipment.

1.2 Assisting Service User to 'go to bed':

To enable clients to prepare themselves for sleep and to get into bed giving such physical assistance as may be required. Any assistance which is given will be in accordance with the client’s individual needs, abilities and requirements, including speed (i.e. they should not be rushed) and sequence of dressing, medical requirements and use of aids/equipment.

1.3 Managing Medication:

As part of an existing social care package, to supervise clients in taking their own medication and, where a care plan identifies the need, administer medication (including creams).

Where medication is supervised, clear records must be kept.

Where medication is administered clear records must be kept, staff must be appropriately trained, a risk assessment must be completed, the Service User must consent and such consent must be recorded on the care plan.

All medication must be from a monitored dosage system or from the original dispensed container bearing a pharmacy label. No medication marked ‘PRN’ or ‘as required’ may be administered.

Excluded from the administering of medication are... controlled drugs, creams onto broken skin, post operative eye drops, suppositories, pessaries, enemas, and injections of any kind.

1.4 Toileting:

To enable clients to use a toilet and/or a commode when requested by the Service User.

To empty catheter bags if requested.

To manage ‘stoma’ care (only following specific certificated training arranged by the purchasing authority).

1.5 Feeding:

To enabling clients to eat and/or drink, including giving such physical assistance as the Service User may require such as, cutting up food, assisting the Service User to put food into his/her mouth, holding a cup in a position that allows the Service User to drink, etc. Assistance in eating or drinking shall preserve the client’s dignity and shall only be given when the Service User is unable to feed him/herself properly. Assistance shall not be given for the sole purpose of saving time at meals.

1.6 Maintaining personal hygiene:

To assist clients to achieve their own personal standard of cleanliness. This may include such activities as: washing, oral hygiene, shaving (excluding wet shaving), bathing, showering etc.

**2.0 Daily Living Activities**

2.1 Payment of bills:

To pay bills/outstanding accounts on behalf of the Service User using clients funds and to maintain appropriate records.

2.2 Preparing and cooking meals:

This will entail:

2.2.1 Hygienically preparing food for cooking.

2.2.2 Cooking meals in accordance with any instructions that may be available and taking account of any special dietary needs of the service user.

2.2.3 Serving meals in an attractive and appealing manner.

2.2.4 Properly cleaning surfaces.

2.2.5 Washing cooking/eating utensils.

2.2.6 Preparing such beverages as are required by the Service User.

2.3 Shopping:

To purchase, on behalf of the Service User, such household commodities as may be required by the Service User and if necessary to collect prescribed medication, and to maintain appropriate records..

2.4 Collecting pensions:

To collect state and/or occupational pensions on behalf of the Service User, and to maintain appropriate records.

**3.0 Home Maintaining Tasks:**

3.1 Heating:

To ensure that, in accordance with the clients wishes, his/her living accommodation is adequately heated (eg lighting fires, turning heating appliances on, etc) and that all necessary safety precautions have been taken (eg that, when available a 'spark guard' is in place, that heating appliances have no dangerous obstructions to the heat flow, etc) to reduce the risk of accidental fire.

3.2 Making/changing beds:

In accordance with the clients wishes, make beds and/or change dirty/soiled bedding when required.

3.3 Laundering:

To undertake such laundry duties as may be requested by the Service User in a way that meets his/her requirements. This may include such tasks as: washing/drying clothing and bedding, etc.

**4.0 Supporting Social Integration:**

4.1 Day care/leisure activities:

At a speed and pace that is appropriate to the Service User:

4.1.1 Assist him/her to prepare for day care and/or leisure activities in a way that is suitable and acceptable to the Service User.

4.1.2 Take such steps as may be necessary to enable the Service User to attend day care and/or leisure activities.

4.1.3 Transport the Service User and/or collect him/her from such activities if required to do so.

**5.0 Supporting Carers:**

5.1 Safety Checks:

At such times as may be specified, to visit the Service User to establish:

5.1.1 That they remain unharmed (ie that they have not sustained an injury/injuries due to such factors as falls, burns etc).

5.1.2 That their physical condition has not deteriorated.

5.1.3 That they are not in immediate danger due to environmental circumstances.

*AND*

5.1.4 To take any actions that may be necessary to reduce/remove any risks that may be evident.

5.2 Sitting Service:

5.2.1 To remain with the Service User during the periods of day specified in the Services Order form.

5.2.2 To be available to the Service User during specified periods of the day to undertake household tasks necessary to sustain the comfort and well‑being of the Service User.

5.2.3 To regularly monitor the client’s condition to establish that they remain safe.

5.2.4 In a form that is acceptable to the Service User, to offer any personal care that may be required by him/her.

*AND*

5.2.5 To take any actions that may be necessary to reduce/remove risks to the Service User.

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