

CC83 - Live-in Care Policy

1. Eaglesvale Care will ensure that all employees providing a live-in service, provide safe, reliable care which is informed by best practice principles. The care delivered will be responsive to the Service User and will aim to support Service Users to live as independently as possible, to express their own views and preferences and to make choices and decisions. Eaglesvale Care will ensure that employees are well trained, competent, supervised and are matched to meet Service User needs, wishes and expectations.
2. During times of uncertainty, such as the coronavirus pandemic, Eaglesvale Care will ensure that its Service Users are supported in line with the latest government guidelines. Live-in Care Workers will follow guidance from Ellen Nyatsanza and the policies and procedures located in the COVID-19 Hub of the QCS management system.