



Olive Grove Care

Service User Guide

Crown House, Suite 211
North Circular Road
London
NW10 7PN

- 1) Olive Grove Care Limited, Company Registration No: 16488986
- 2) CQC Regulated Activity: Personal Care

Service User Band: Adults, over the age of 65 who require support, principally due to mild dementia.

We are also able to care for people who may be physically frail.

Director and Registered Manager & Nominated Individual

Saqib Sattar

saqib.sattar@olivegrovecare.co.uk



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SERVICE USER GUIDE

(Jan 2026)



Part 1: About Olive Grove Care



1.1 Introduction

Olive Grove Care is a Domiciliary Care Agency which was established to respond to provide high quality care and support 24/7 for our Service Users.

Our Service Users are those who, because of increasing age or disability, find it difficult to cope with domestic responsibilities and their own personal care needs.

We provide **Personal Care**. This is in the shape of 1:1 or 2:1 basis, depending on the needs and risks of our Service Users. Our services are designed for the elderly who have mild dementia, and who are physically frail or house bound.

Depending upon your assessed needs, we can provide care through

- **Visiting homecare**
- **Live-in homecare**
- **Short-term/respite homecare arrangements.**

Our regulated care services include support with personal care and everyday activities such as washing and dressing, continence care, mobility, nutrition and hydration, medication support and maintaining independence within your own home, according to your individual care plan.

We also have a particular focus on supporting **people living with dementia and people with sensory impairments**. We recognise that these needs can affect people differently, and your care will therefore be planned around your individual circumstances, communication needs, routines, preferences and abilities.

This care and support is undertaken by our team of highly trained and experienced staff.

1.2 Services we do not Provide

Olive Grove Care does **not provide** services that fall outside the scope of our

registration, the competence of our staff or the assessed needs that Olive Grove Care is able to safely meet.

In particular, Olive Grove Care does not provide:

- Residential or nursing home accommodation.
- Nursing care provided by registered nurses.
- Medical diagnosis or treatment of disease, disorder or injury.
- Emergency medical services.
- Specialist clinical procedures

1.3 How we Assess whether we can meet your Needs

We provide care services to private and self-funding clients. Before care begins, we carry out a Pre-Support Assessment with the Service User and, where appropriate, their family or representative. This helps us understand their care needs, daily routines, preferences, risks and desired outcomes, so that we can agree a suitable care plan and ensure the right support is put in place.

We operate in the London boroughs of Hillingdon, Ealing and Brent. Companionship, compassion and comfort are at the very core of our service. We offer home care as an affordable and dignified option for older people and those with long-term health conditions.

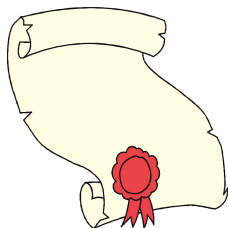
1.4 Our Aims and Objectives (Mission Statement)



We aim to provide our Service Users with care of the highest quality, within their own homes.

We strive to offer a flexible, efficient and professional service which is tailored to meet each person's individual needs. We will treat each Service User with respect and remain sensitive to their individual needs and abilities and aim to promote each Service User's independence and personal dignity.

1.5 Your Charter of Rights



We respect the right of each Service User to lead as independent and fulfilling a life as possible.

We have set out a Service User's *Charter of Rights* which we believe should be the minimum entitlement for each Service User of Olive Grove Care. Our Care Staff are sensitive to, and will observe, the following standards. Each Service User has the right:

- To make informed choices and to take sensible risks. There is a certain amount of risk associated with each aspect of our lives.
- To make personal choices about their life and opportunities.
- To refuse anybody entry to their home. This will include the Carer where the Service User feels an element of incompatibility as he or she perceives it.
- Of access to their personal Care Records, and to annotate them accordingly. They have the right to be consulted with respect to the services we think are best for them; and to be involved in reviews of the care plan. Where, for reasons of mental frailty, the Service User is unable to make his / her wishes



known directly, an appointed advocate may fulfil this purpose.

- To access the details of their Contract with respect to the Care Services offered, including the costs involved.
- To be assured that no personal or confidential information concerning their affairs will be disclosed to a third party without their express permission.
- To complain about any element of the Care Service, and to do so without fear of any intimidation, recrimination or reprisals.
- To be informed in advance of any changes in hours of duty by the Carer, or even a change in the Carer, as a result of emergencies. The Service User retains the right not to accept substitute Carers into their home, though they will be informed of the implications of this with respect to Olive Grove Care being unable to provide continuity of care.
- Each Service User is an individual with individual needs, wants and desires. This individuality will be recognised and respected to ensure promotion and maintenance of the Service User's dignity and self-worth.
- We always respect our Service Users' race or ethnic origin, creed, colour, religion, political affiliation, disability or impairments, marital status, parenthood, gender or sexual orientation.

1.6 How We Maintain Our Standards

Policies



Every aspect of running and managing Olive Grove Care is set out in a comprehensive set of specific Policy documents. These Policies help to ensure that we meet the statutory requirements for running a Domiciliary Care Service, and cover all aspects of staffing, managing, caring for our Service Users, and the preservation of health and safety standards where appropriate.

All of our Policies are regularly reviewed to ensure that they are kept up-to-date and in line with latest legislation and regulations.

Our master Policy Manual is held at our offices in Ealing, but may be consulted at any time upon request or you may request copies of any specific policies which your Carer can bring to you.

Our Quality Management System

Olive Grove Care embodies quality in our way of life and in
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everything we do. We define “quality” as delivering a service of care appropriate to each individual Service User’s needs.

We have a comprehensive Self-Assessment System which requires all of our Policies and work practices to be audited monthly, quarterly, bi-annually or annually to ensure that we maintain the standards we have set.

Any “non-conforming” areas are corrected and reviewed for any other action that we may need to take to ensure that the problem is not repeated in the future.



External Inspections

In addition to Olive Grove Care’s own governance and quality assurance measures, we also receive regular inspections from the Care Quality Commission (CQC; the Registration Authority), so as to ensure that we are operating as we should. Copies of the latest inspection reports are available online or we will provide you with a copy.

Part 2: About Our Staff

2.1 Our Staff Team



We have an excellent team of highly skilled professional care staff to look after you. Each Carer completes continuous training that ensures that we deliver the highest quality services to you. This training includes relevant and appropriate modules such as Safeguarding, Health & Safety, Food Hygiene, Lifting & Handling and Handling Hazardous Substances.

We have a simple, yet highly effective management structure. The structure is as follows:

- **Mr Saqib Sattar:** Director, Registered Manager & Nominated Individual for CQC.
- **Miss Sehrish Zahid:** Director, Care Manager
- **Miss Sarwat Mehdi:** Director, HR Manager
- **Carers:** They provide the care for our Service Users; and are supervised and managed by the Registered Manager.
- **Administrative Staff:** Our administrative staff are based at our office in London and they provide the admin and back-office support for our management team.

2.2 Your Carers

We recognise that your Carer is someone with whom you can develop a warm, caring and supportive relationship, while maintaining appropriate professional boundaries. For this reason, we take great care in selecting a staff member with whom you feel completely comfortable. This is only done with your full consent, and you are free to ask for a change in Carer at any time if you so desire it.



2.3 Visiting You at Your Home



When our staff attend your home, they will always be wearing a uniform, which will be a blue, red or green tunic with our logo, and black trousers together with an appropriate Identification Badge with photograph.

They will knock and not try to gain entry without your permission. Wherever we are entrusted with the keys to your



home, staff will always knock when using the key so that you know who is calling.

Carers attending you at your home will not at any time be accompanied by partners, children, friends or pets.

If at any time your Carer is unable to visit you at the appropriate time, we will always telephone you with the name of the replacement Carer.

2.4 Time Sheets and Electronic Monitoring

When your Carer visits you at your home, they need to record the amount of time spent with you and the tasks they have undertaken in this time. These tasks will be in accordance with your agreed plan of care.

The work completed will be monitored in one of two ways, as follows:

At the end of each visit the Carer will complete a *Time Sheet* and request that you or your representative sign it to confirm that the work has been undertaken at the times stated.



We need accurate records of visits in order for us to maintain a correct and efficient invoicing system for the work done. Your co-operation in this respect will be appreciated.

Electronic Monitoring System (Real Time Monitoring)



At the start of each visit the Carer will call a special number on a telephone to “log in”. The Carer will do this again at the end of the visit to “log out”.

This will provide us with an accurate picture of the exact time spent with you. The Carer will normally be able to make these telephone calls using their own mobile, but occasionally they may need to use a “land-line” telephone to make this call.

It would be appreciated if your own telephone could be used.

Please rest assured that you are not charged for any calls. The system is set up so that telephone billing comes directly to us. Your co-operation in this respect will be greatly appreciated.

Part 3: Contractual and Personal Issues



3.1 Your Contract

Our Terms and Conditions for the Care Service we provide are contained in our Contract document, which forms the basis of your agreement with us.

You have free access to copies of this document and other records concerning your care at any time. Please ask a member of staff who will be able to explain in more detail.

3.2 Contract Terms and Conditions

Before care begins, Olive Grove Care will provide you with a written Service Agreement Setting out the terms and conditions of your care. This will include details of the services to be provided, the agreed fees and payment arrangements, how the service can be changed or ended, and the responsibilities of both Olive Grove Care and the Service User.

You will have the opportunity to ask questions before signing the agreement and will receive a copy for your records.

3.3 Insurance Issues



Our Agency is fully insured for Public Liability and Professional Indemnity. This means that our staff are insured when they visit you.

However, this only applies when we visit you and we do recommend that you maintain your own insurances on your home and possessions in the normal way.

3.4 Our Schedule of Fees

Our fee schedule will be a competitive and fair rate. **Our focus is private and self-funding clients.**

These fees are inclusive of VAT.

Items not included in the fees, and which will attract additional charges will include mileage being charged at £0.45 per mile, for out of home services after 3 miles.



Our fees are payable each week, either via bank transfer, cheque or cash.

3.5 Invoicing Process

Olive Grove Care will invoice clients at the agreed intervals for the care and support provided. Each invoice will clearly set out the period covered, the care



visits or services provided, the applicable charges and the total amount due.

Our fees, payment arrangements and payment terms will be explained and agreed with the Service User or their representative before the care service commences and will be set out within the relevant Service User Agreement.

If there are any changes to the agreed care package that may affect the charges payable, these will be discussed with the Service User or their representative in advance wherever reasonably possible.

If you have any questions or believe that an invoice is incorrect, please contact the Olive Grove Care office as soon as possible. We will review any queries promptly and provide an explanation or corrected invoice where appropriate.

3.6 Statement of Purpose



Our **Statement of Purpose** is an important document that explains who Olive Grove Care is, the aims and values of our service, the care and support we provide, who we support, and how our service is managed and delivered.

It provides Service Users, their families and representatives with clear information about what they can expect from Olive Grove Care and the standards we are committed to providing.

Our Statement of Purpose is available on the Olive Grove Care website. You can also request a copy at any time by contacting our office or speaking to a member of our team.

3.7 Confidentiality

All Olive Grove Care staff are bound by a Code of Conduct which includes preserving the confidentiality of any information about you or that you divulge to us.

We will not actively seek confidential information from you unless we feel that it is in your best interests i.e. to enable us to prepare a better Care Plan for you.

Where we do have such information, we undertake not to disclose any of it to a third party without your express permission, except in an emergency or crisis situation. When this happens, we will always keep you informed of any discussions that have taken place, or actions decided on as a result of these discussions.

This will be recorded in your care records, to which you can have access at any time.

3.8 Care Plans and Records

A Care Plan, or Service User Plan, is the key document for your care. We will assess areas of risk and identify your needs, and this is recorded on your Care Plan. We then decide how our staff can properly meet these needs, and this forms your plan of care.



Care plans are continuously reviewed because people's needs change, sometimes on a daily basis, and we have to respond to these changes to make sure that we're delivering the right care.

We will always seek your opinions and input when developing your Care Plan, and making changes or amendments to it, to ensure that you are fully satisfied with your care.



We also recognise the value in involving your family members, relatives and friends in your Care Plan, and we will always (with your permission) invite your family and friends to participate in the care planning process.

As we start to work for you, we will be generating records of visits and tasks performed on a daily basis. You have the right to have access to these Care Plans and records at any time.

Please understand that your Carer will need to notify our office of any changes in your condition, or any accidents that you may have had, to ensure that we maintain the best care options for you.

Part 4: The Services We Provide

4.1 What We Offer

We provide quality individual care to each of our Service Users in their own home environment. According to need, we are able to provide a tailored package of care for you which can include some or all of the following:

- Helping with personal tasks;
- Helping you to prepare meals and encourage you to eat them;
- Helping you to clean your home, and to do the laundry;
- Helping with arranging your shopping needs, and if necessary, to do the shopping;
- Helping you with arranging social events in your life;
- Making sure you are aware of the need to take any medicines that may have been prescribed for you;
- Helping you to look after your pets.



There are, however, some things we are not allowed to do for you, and these will be explained to you in your Contract for Care.

4.2 Our Hours of Business

- Our staff are available to care for you between the hours of 07:00 and 22:00, 7 days of the week.
- Our offices are open between the hours of 09:00 and 17:00; Monday to Friday. However, there are staff on call 24 hours a day and there are emergency numbers in section 6.1 of this Service User Guide.



4.3 How We Deliver the Care Service

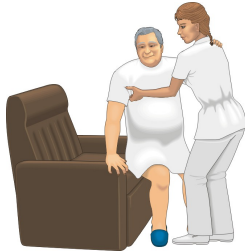
The process of developing a Plan of Care to look after you begins when we are approached to see if we can provide the care you need.

Trained staff will visit you at your home to assess you and determine what your needs may be. At the same time, we perform a simple assessment of your home environment to identify any areas of undue risk to you.

From this we develop your personal Care Plan. As we explained, this Care Plan is continuously reviewed and updated to make sure that it continues to meet your needs. Your personal Carer is then assigned to you, with your full consent.

Part 5: Your Care

5.1 Personal Care



Your Carer will be able to undertake personal care services such as helping you to get up in the morning, washing, dressing, toileting, bed-making, helping you to go to bed at night, etc.

Our Carer can also help you to take any medicines that have been prescribed for you by your doctor, subject to certain limitations which will be explained to you.

5.2 Preparation of Meals and Snacks

Your Carer will prepare your breakfast, your mid-day meal, evening meal or supper, and any other snacks and drinks that you may need during the day. The Carer will be able to sit with you while you have your meals for conversation or companionship purposes.



5.3 Personal Services



Your Carer can help you with personal tasks such as preparing shopping lists and doing the shopping for you.

They can also help you to manage personal affairs such as birthdays and other anniversaries, and with your permission can collect your pension for you. Your exact needs will have been identified when your Care Plan is developed.

We are also able to help and guide you if you have mild dementia.

5.4 Domestic and Home Help Services

Your Carer will be able to complete light domestic tasks such as vacuuming, dusting and general cleaning, washing up and personal laundry.

The Carer can also help with managing your fuel supplies, and help with light gardening duties, subject to certain restrictions which will be discussed with you when your Care Plan is drawn up.



5.5 Pets



Subject to agreement, your Carer will be able to feed your pet, and exercise it if it is required.

5.6 Care at Night

We can offer you a flexible service in respect of caring for you during or through the night:

- **Night duty (awake):** this is for Service Users who require frequent attention during the night.
- **Night duty (sitting):** this is for Service Users who may need some attention during the night. Staff will expect only to be called periodically during the night.
- **Night duty (sleeping):** this ensures that the Service User is not left alone during the night. We do ask that a bed is provided for the Carer, who will be expected to sleep.





Part 6: Your Views & Comments

6.1 How to Contact Us



You will be able to contact us through our offices 24 hours a day, 7 days a week on the following telephone number or email:

Saqib Sattar (Registered Manager)

Olive Grove Care
Crown House, Suite 211
North Circular Road
London
NW10 7PN
Tel: 020 3886 3676
Email: info@olivegrovecare.co.uk

You can also contact the Registered Manager, Saqib Sattar directly on the details below:

Mob: 07973 569 589
Email: saqib.sattar@olivegrovecare.co.uk

6.2 Our Safeguarding Process

Olive Grove Care is committed to protecting all Service Users from abuse, neglect, exploitation and harm, and to ensuring that they are treated with dignity, respect and compassion.

If you have any safeguarding concerns about yourself or another person, please tell a member of staff or contact the Registered Manager as soon as possible. You may also raise a concern directly with the relevant Local Authority Safeguarding Adults Team if you would prefer to do so.

All safeguarding concerns are taken seriously, treated sensitively and acted upon promptly in accordance with our safeguarding procedures and the requirements of the relevant Local Authority. Where necessary, concerns will be reported to the Local Authority Safeguarding Adults Team, the Care Quality Commission, Police or other appropriate agencies in order to protect those at risk.

If you believe that someone is in immediate danger, please contact the emergency services by calling 999.

A copy of Olive Grove Care's Adults at Risk / Safeguarding Policy is available upon request. Please contact the Registered Manager or a member

of the Olive Grove Care team if you would like a copy or would like further

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information about our safeguarding procedures.

6.3 Your Opinion on the Service We Provide



We value your views and opinions on the service that we provide. We firmly believe that only by asking the users of our services and their family and friends, can we obtain the information that we need to enable us to continually improve our services.

Part of our on-going commitment to quality is to ask you to complete a simple questionnaire about your views of Olive Grove Care.

Our staff can tell you more about this. However, we do welcome comments from you at any time.

6.4 Involving Your Family, Relatives and Friends

When seeking your views about our service, we always like to include the views and opinions of your family and friends. What is their perception of us? To enable us to do this we have simple questionnaires which we ask them to complete from time to time.



6.5 Compliments and Complaints



Unfortunately, with the best will in the world we don't always get things right, and we need you to tell us when we fall short of expected standards. If you have a **complaint**, please speak to your Carer. If the problem cannot be solved to your satisfaction, please telephone our office (see 6.1) and ask to speak to the Care Manager or the Registered Manager.

If your complaint is then still not resolved to your satisfaction, then you have the right to contact the Care Quality Commission (CQC) on 03000 616161. We will always endeavour to respond to complaints in good time, and in an open and non-defensive manner.



Compliments are always welcome.

Both compliments and complaints are helpful, as they provide a benchmark, from which we can assess how we are performing and what we need to do, so as to get better.



6.6 Gifts and Gratuities

Our job is to ensure that you are looked after to the best possible standards and that you receive the best possible care. We don't need any reward beyond knowing that we're doing the best we can for our Service Users. There is no need to offer any gifts, tips or gratuities; indeed, we are unable to accept them. Your understanding in this matter is appreciated.



6.7 How to Contact the CQC and Social Services

- CQC National Customer Services Centre
Citygate, Gallowgate
Newcastle Upon Tyne
NE1 4PA
Tel: 03000 616161

- **For Conduct Issues and Queries (Local Authority)**

Hillingdon Council
Adult Social Care

- 1) **Office hours (Mon – Fri 9am – 5pm), call: 01895 556633**
(Hillingdon Social Care Direct)
- 2) **Outside office hours (weekends, bank holidays and weekdays 5pm – 9am), call: the Emergency Duty Team on 01895 250111**
- 3) Email: socialcaredirect@hillington.gov.uk

Ealing Council
Adult Social Care

- 1) **Office hours (Mon – Fri 9am – 5pm), call: 020 8825 8000**
- 2) **Outside office hours (weekdays 5pm – 9am, weekends and bank holidays), call: the Emergency Duty Team on 020 8825 8000 or 020 8825 5000**
- 3) Email: sscallcentre@ealing.gov.uk

Brent Council
Adult Social Care

- 1) **Office hours (Mon – Fri 9am – 5pm), call: 020 8937 4300 (select Adult Social Care)**
- 2) **Outside office hours (weekends, bank holidays and weekdays 5pm – 9am), call: the Emergency Duty Team on 020 8863 5250**
- 3) Email: safeguardingadults@brent.gov.uk

Part 7: Thank You

- Thank you for choosing Olive Grove Care.
- We hope that you will have a long and happy relationship with us.
- We aim to develop a partnership with you based upon care and mutual trust.
- Please don't hesitate to ask if there is anything you require.