



# HULDRA

RECRUITMENT



CALL US

**01442 531041**

# Welcome to Huldra Recruitment Ltd

This information booklet is designed to make you aware of the services offered by Huldra Recruitment Ltd.

We hope you find the information helpful, however, if you need any further information, then feel free to contact us



## Contact Details

**Office:** Maylands Business Centre  
Hemel Hempstead  
HP2 7ES

**Office Hours:** 8am - 5pm

**Website:** [www.huldrarecruitment.com](http://www.huldrarecruitment.com)

**Email:** [Admin@huldrarecruitment.com](mailto:Admin@huldrarecruitment.com)

**Phone Number:** 01442 531041

**Out of Office Number:** 07585594601

**Complaints Helpline:** 07876017692

**Finance:** 07898266345

## About the Company

Huldra Recruitment has been providing care since 2020 and has a highly professional and qualified team of carers.

We provide experienced and trained carers, from as little as 15 minutes and up to your specific care needs, whatever is required to meet your individual needs, whilst maintaining your independence.

## Our Mission

Huldra Recruitment is a professional, service user led company whose aim is to provide personal care with respect for its service users family, friends & advocates while ensuring they can remain independent whilst achieving their individual aims and goals.

## Values

**Exceed Expectations:** We deliver high-quality care that is customised to each individual's personal requirements.

**Independence:** We urge our clients to live independently, giving them control over their lives and the ability to make their own choices.

**Highly Trained:** We ensure all of our staff at all levels have gone through rigorous training to ensure they provide you with a great service.

**Dignity and Respect:** We treat everyone with the dignity and respect they deserve, providing a caring and sensitive workplace.

***“To ensure well-being by providing the best care and support to individuals inspiring hope and fulfilled lives.”***

## **Nature of our Services**

Individual care plans will be provided taking into consideration your wishes, feelings and choice, which will be regularly reviewed to make any changes required and contain all the relevant information the care team needs to know in order to meet your individual needs, with records kept by yourself and Huldra Recruitment Ltd.

You may be provided with assistance in:

- Bathing, personal hygiene
- Your continence needs
- Dressing / undressing and going to bed
- Assistance in feeding
- Going shopping or taking trips out
- Maintaining your independence wherever possible

Specialist services may include:

- Special feeding needs
- Catheter care
- Bowel Management
- Monitoring of medication
- Assistance with rehabilitation
- Hospital discharge
- Dealing with a learning disability



The care team will follow the policies and procedures laid down by Social Services and Huldra Recruitment which will be communicated through the care plan. Support for social activities will be provided to enable you to maintain your autonomy and independence. “Whilst promoting independence wherever possible Huldra Recruitment ensures dignity is maintained at all times.”

## Service Users and Staff Safety

Our care team will establish the safest methods to gain entry to and exit your home in order to ensure your personal safety and all our carers wear an easily identified uniform and identification badge to let you know that the carers there to support and assist.

A visit to your home to complete a care plan and risk assessment will take place to identify the necessary precautions to maintain the necessary health and hygiene procedures, which will include the wearing of disposable gloves and protective aprons, using of any specialist equipment or chemicals. Huldra Recruitment will protect and respect their service user rights, choice, dignity and challenge any discrimination. We ask that you provide a safe working environment for our carers to carry out their job to the best of their ability.

## Equal Opportunities

Huldra Recruitment is an equal opportunities employer and does not discriminate in terms of age, class, gender, disability or ethnic origin in order to ensure that all carers receive fair employment. Service users are given a choice of who has access to their home to provide care and this is discussed when preparing the care plan.

## About Our Staff

The Management Team's role is to ensure all service users receive the highest quality care possible at all times.

Where you have specialist needs, support will be available to our staff in order to meet your needs. Managers and carers will be trained to hold or be working towards relevant qualifications of diploma levels 2-5, to meet your needs in terms of care, protection and security.

Personal Care staff will complete moving and positioning, food hygiene, health and safety, equal opportunities, diploma level 2-4 in health and social care and training relating to Huldra Recruitment policies and procedures as part of their role in order to apply safe working practice, privacy and dignity, autonomy and independence including supplying and using any specialist equipment required.





# Home Care Sevices

## RESPIRE CARE

RESPIRE CARE IS OFFERING TEMPORARY RELIEF TO CAREGIVERS WHO NEED A BREAK FROM THEIR DUTIES. OUR RESPIRE CARE SERVICES ARE INTENDED TO PROVIDE PRIMARY CAREGIVERS WITH THE PEACE OF MIND THAT THEIR LOVED ONES ARE GETTING EXPERT CARE AND SUPPORT.

## END OF LIFE CARE

END-OF-LIFE CARE IS A VITAL SERVICE THAT SUPPORTS INDIVIDUALS WHO ARE NEARING THE END OF THEIR LIVES BY PROVIDING SUPPORT AND CARE. THIS SERVICE REQUIRES EXPERT CARE TO GIVE COMFORT AND SUPPORT TO THE INDIVIDUAL AND THEIR LOVED ONES.

## DOMICILIARY CARE

THIS IS A SERVICE THAT GIVES CARE AND SUPPORT TO PEOPLE WHO LIVE IN THEIR OWN HOMES. OUR CARERS COME TO YOUR HOME AND OFFER A VARIETY OF SERVICES, SUCH AS PERSONAL CARE, MEDICATION ADMINISTRATION, FOOD PREPARATION, CLEANING, AND ERRANDS, AS WELL AS ASSISTANCE FOR PEOPLE SUFFERING FROM PHYSICAL OR MENTAL HEALTH ISSUES.

## LIVE-IN CARE

LIVE-IN CARE IS A FLEXIBLE AND INDIVIDUALISED CARE OPTION IN WHICH A DEDICATED CARER IS AVAILABLE 24 HOURS A DAY TO OFFER CARE AND COMPANIONSHIP TO PERSONS WHO NEED ASSISTANCE TO STAY IN THEIR OWN HOMES.

## **Confidentiality**

We will ensure that all personal information will be treated in strict confidence and not divulge anything without consent in order to comply with the Data Protection Act (except in rare cases, where the law requires it or where it is essential in the public interest).

## **Avoiding Abuse**

Service users are made aware they should report any incident of abuse, exploitation, violence or aggression they receive from any of the care team provided by Huldra Recruitment. The care team is also informed they need to report to Huldra Recruitment immediately should they feel they have been abused in any way i.e. physical, sexual or financial.

## **Gifts and Financial Transactions**

Carers must never, under any circumstances, become signatory for a service user's will, nor benefit financially from them, or accept gifts or loans from them or their families. Carers are also instructed not to become involved in any financial transaction with a service user or their families, i.e. loans, purchases or gambling syndicates from the service user. The carer may be involved in assisting the client with their finances only if this is identified on the care plan and authorised by The Management Team.

## **Smoking Policy**

Huldra Recruitment Ltd has a no smoking policy where the carer cannot smoke at your house at any time. We politely request that the client refrain from smoking while a carer is in your property.

## **Reporting of Accidents and Dangerous Occurrences**

Carers have a duty to report to Huldra Recruitment any accidents or incidents they consider to be dangerous and we ask for your co-operation in this.

## **Removal of Care Services**

In the event of any abuse or sexual harassment of the Care Worker, Huldra Recruitment reserves the right to remove the carer immediately and the service will be reviewed to the satisfaction of the service user and Huldra Recruitment.

## **Insurance**

Huldra Recruitment is fully covered by an Employers Public Liability, which is displayed in the office. If you are worried that an employee is doing something not covered on the companies insurance, please do not hesitate to contact the office for advice.

## **Medication**

Service users are encouraged to administer their own medication, however, if you feel you need assistance, we can make medication available for you to take by following the care plan and referring to the local Social Services and Huldra Recruitment's policy and procedure on administering medication.

## **Use of the Carers Car**

for Service User Carers are instructed not to use their car to transport service users unless they have the authorisation from The Management Team and this is written into the care plan and risk assessed and a mileage charge will apply.

# **Reporting Abuse**

Huldra Recruitment Ltd is dedicated to ensuring your safety and well-being, empowering you to live independently in a secure environment free from harm and abuse.

Our Support Workers and Carers undergo comprehensive training to understand how individuals should be treated with dignity and respect. They are equipped to identify signs of bullying, verbal and physical abuse, as well as instances of financial, emotional, and psychological harm. It's important to acknowledge that abuse can stem from various sources, including informal carers, relatives, friends, and even members of the Home Care Staff or other professionals.

Abuse can manifest in subtle ways, such as Support Workers or Carers using inappropriate pet names or conversing in a language unfamiliar to the individual, causing them distress or confusion. Additionally, instances where Support Workers or Carers engage in distracting behaviors, like using mobile phones during care provision or speaking over the individual's head, are also considered forms of abuse.

Any suspicion or report of abuse must be immediately communicated to Chipo Chengeta without hesitation. If you believe you are experiencing abuse or have concerns about your safety, you are encouraged to reach out to Chipo Chengeta directly.

In the event that you are unable to communicate with Chipo Chengeta, alternative avenues of support are available. You can seek assistance from social services, your GP, the police, an advocate, or other professionals involved in your care and support network. Your well-being is our top priority, and we are committed to ensuring that you receive the help and support you need to address any concerns or instances of abuse effectively.

# Complaints Procedure

If the service user or person acting on their behalf wish to make a complaint or express their views, they can contact Huldra Recruitment using the details found on the second page of the handbook and request a complaints form or report their complaint directly to the Huldra Recruitment office.

## Stage 1

We try to resolve the majority of complaints through discussions between the service user and Huldra Recruitment Coordinators to reach a satisfactory conclusion. These must be entered into the Complaints Book stored at Huldra Recruitment and should be resolved within five working days.

## Stage 2

If complaints remain unresolved the following actions will be taken:

**1.** The Care Coordinator will pass all complaints to The Management Team, who will acknowledge receipt of the complaint and the timescale of the investigation to the service user or the person acting on their behalf within five working days, using the Complaint Acknowledgment Form.

**2.** The Management Team will investigate all complaints fully within 28 working days.

**3.** All complaints investigations will be recorded on the Complaint Investigation form, to include the outcome of any action taken.

**4.** A copy of the Appeals Procedure will be communicated to the service user or the person acting on their behalf.

**5.** These records will be kept up to date, in good order and stored securely. The record will be kept on the personal file of the service user kept by Huldra Recruitment and on the care workers personnel record. They will be retained for a period of not less than three years beginning on the date of the last entry

**7.** The Management Team will compile a list of complaints made, reviewed and analysed annually for trends. This list will be made available to the CQC and Social Services on request.



# Other Contacts

## **Care Quality Commission**

CQC National Customer Service Centre  
Citygate, Gallowgate,  
Newcastle Upon Tyne NE1 4PA  
[www.cqc.org.uk/contact-us](http://www.cqc.org.uk/contact-us)  
T: 03000 616161  
F: 0300 616171

## **Hertfordshire Social Services**

51 Woolmer  
Nash Mills  
HP2 4UX  
0300 123 4040

## **Local Citizen Advice Bureau**

Also provide advocates. Local branches can be found in the yellow pages.



| HULDRA  
RECRUITMENT