



We'll look after you

**Service User Guide
Domiciliary Care Wales**

Allied Healthcare Group, Name


Address 1


Address 2

Address 3

Address 4

Address 5

 XXXXXX XXXXXXXX

 XXXXX XXXXXXXX

 branch@alliedhealthcare.com

October 2008

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Purpose of this Document

This document summarises basic information about Allied Healthcare Group for our service users or people who are considering using our service. It includes key information required by the Domiciliary Care Agencies Regulations 2002.

Your guide includes information on the following:

- Our Values, Aims and Objectives, Forward Planning
- Allied Healthcare Group Trading Structure
- Branch Network and the Team Supporting Them
- The Nature of the Service we Provide
- Confidentiality
- Cancellation or Suspension of Service
- Cover for Sickness and Holidays
- Timesheets
- Complaints Procedure
- Your Safety
- Safeguarding your Money and Property
- Administering Medication
- Health and Safety
- Accident/Incident Procedure
- Out of Hours Support
- How to Express your Views

Our Aims and Objectives

At Allied Healthcare, our most important resource is our people

- Our success comes from our people.
- Our people are dedicated healthcare professionals who will deliver a superior service to meet your individual needs
- Our strength is the standard of care our people provide
- Our service is our commitment to provide effective solutions to meet your specific and intended needs

Allied Healthcare's aims and objectives and forward planning ensure that our clients can be assured at all times of:

- A partnership approach to staffing provision; Offering tailor made innovative solutions to all your contractual needs.
- Support and involvement in the formulation of decisions influencing your care provision
- Robust recruitment programmes; providing you with the reassurance that all carers meet the national quality standards in-line with National Minimum Care Standards.
- Respect, dignity and confidentiality; ensuring privacy at all times.
- Efficiency of care delivered within your budgetary constraints.
- Further reassurance that all staff are screened & trained to Allied Healthcare's highest standards and once recruited are performance measured and supported in their continuous professional development
- Care coordination and close communication over & above industry standards; Delivering a service that provides care reports to monitor progress at every stage of the care process.
- Information systems that provide a national network of communication; Offering convenient, efficient referral facilities and ensuring accuracy, consistency and a fast response to all administrative requirements.
- Our ability to successfully implement our acquisition and integration strategies.


Central to these is our belief that the rights of service users are paramount.


About Allied Healthcare Group

The Responsible Adult

The Responsible Individual for Allied Healthcare registered with the Care and Social Services Inspectorate Wales (CSSIW).

Marie Moody
Head of Quality
Allied Healthcare
Stone Business Park
Brooms Road
Stone
ST15 0TL

 01785 810600

 01785 818200

 mariemoody@alliedhealthcare.com

From our head office at Stone full trading and operational support is provided to all our healthcare professionals in the field. These include Regional Directors/Managers, Branch Managers/Superintendents, branch and agency workers.

The Registered Manager

Each branch of Allied Healthcare has its own **Registered Manager** carefully recruited with the relevant skills, competence and expertise required to enable us to provide a superior support service to those within the local healthcare and social care community.

Registered Manager

[Insert Name]

[Insert address]

[Insert telephone no]

[Insert fax no]

[Insert e-mail details]

[Insert qualifications]

[Insert experience].

[Insert relevant qualifications/experience for each member of staff here]

The Service We Provide

Each branch is individual in the range of services it provides, which is tailor-made to suit the needs of the local community.

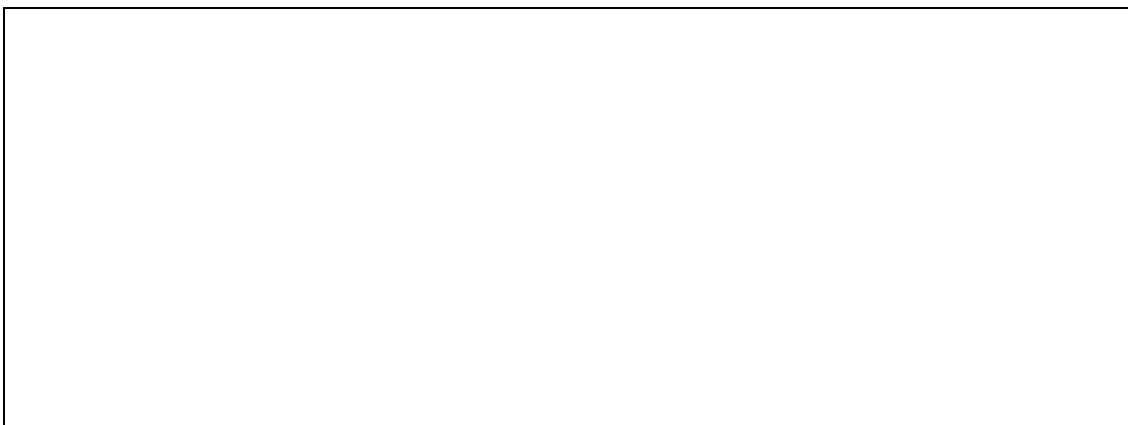
The branch covers the following geographical areas listed in the box:



Allied Healthcare Group is registered with the Care and Social Services Inspectorate Wales (CSSIW).

Our success is reflected in the breadth and depth of the service we provide.

We understand the needs of individuals and deliver a service to a wide range of people who need care and support whilst living in their own home. This care and support extends to the following groups of individuals listed in the box below:



When specialist needs are required, we will use our database to identify those workers who have the required qualification to provide the service.

The care packages we deliver to the individual and may include:

Delete any of the following that do not apply to your branch and delete the text.

- ✓ Nursing Services
- ✓ Personal Care Service
- ✓ High Dependency Service
- ✓ Relief/Respite holiday
- ✓ Emergency Service
- ✓ Day/Night Sitting service Collecting Pensions
- ✓ Assistance with getting up
- ✓ Assistance with going to bed
- ✓ Bathing service
- ✓ Laundry service
- ✓ Community service
- ✓ Providing an Escort
- ✓ Preparation of Meals
- ✓ Shopping Service
- ✓ Toileting

All of these services can be provided on a flexible basis up to 24 hours a day if required.

We can often arrange for other services you may require that you do not find listed above. If at any time you feel that you require a change in your care package, inform your care worker and they will inform the Branch Manager who will take the necessary steps to review your programme of care.

The Branch Manager or a nominated deputy will visit every Service User in order to assess your care needs. We will plan your care plan with you. Normally this will be done prior to starting your care unless in extenuating and emergency circumstances where the service has to start prior to the consultation.

The Branch Manager or a nominated deputy will complete a Service User Plan and Profile with you that will reflect your needs. It will also include a general health and safety risk assessment and also a moving and handling risk assessment. The purpose of which is to ensure we have proper regard for the health, safety and welfare of you and also for our carers. At all stages of the assessment you will be consulted and if you wish, family members may be involved. Once you are in agreement with the care plan you will be asked to sign it. If you are funding any part of the care package yourself you will be asked to sign a Service User Agreement which details the terms of the charges and payment methods.

A folder will be left in your home with the Service User Plan in for care workers to update each time that they visit you.

Our Branch Manager will contact you at regular intervals, to ensure that the service we are providing meets your needs and is to your satisfaction. You will

also receive regular Satisfaction Survey Questionnaires, which we are required to complete for Quality Assurance checks.

A formal review of your care will take place regularly in line with our regulatory and contractual obligations. This may involve a member of Social Services, our Branch Manager and your regular carer. You may ask your immediate relatives or main carer to be involved in this process if you wish. The aim of this meeting is to review the care you are receiving as set out in the Service User Plan, and to decide whether it still meets your requirements or needs to be changed in order to meet your wishes more fully.

Training

All of our Domiciliary workers attend a full induction and training programme, some of the topics covered are personal care training health and safety, moving and handling, infection control, fire procedures, prevention of abuse, anti discriminatory practice, cultural awareness, confidentiality, quality assurance, basic food hygiene and first aid. We also provide any specialist training requirements that are identified.

Newly appointed Domiciliary or support workers who do not already hold a relevant care qualification is registered for the NVQ level 2 (care) award.

Out of Hours Support

Outside of normal working hours a member of the branch care coordination team will always be available for telephone consultation. We operate a 24-hour on call service, 365 days of the year, giving our Service Users peace of mind that they can contact us at any time.

Confidentiality

The service we provide is strictly confidential. Information from your files will only be disclosed to those third parties who need to know, including healthcare professionals such as your own Doctor or District Nurse, professional advisors and regulatory or investigatory bodies. Social Services will also have access to your records where they are purchasing the care we provide to you.

Most of the information we have concerning you will be in the Service User Plan at your home. However, if you wish to see your file held at our offices, let your Carer know and we will arrange for you to see your file.

All Allied Healthcare Group carers are required to wear an identity badge. It is your right to study this to ensure that any carer attending you is the person they claim to be and is a member of our caring team.

Cancellation or Suspension of the Service

In some instances it may become necessary for Allied Healthcare Group to cease to provide services to a service user. Examples of instances where this may occur include:

- Verbal harassment, physical or sexual assault upon a nurse by the service user or a member of their staff or household.
- Where we believe we do not have the skills necessary to provide the correct service.
- Where the service user does not provide a safe working environment for members to carry out their duties.
- When our agency staff member is refused access to the service user.
- In the unlikely event of us being unable to provide cover we will where possible endeavour to give 24hrs notice.

Cover for Sickness and Holidays

Our efforts in recruiting and retention ensure that we are able to provide a sufficient pool of available staff to cover most staff absences. We always try and minimise the number of carers who will visit you so as to provide continuity of care. In the event of a care worker going on holiday or being off sick it will be necessary to provide you with a different carer. We will ensure that you are fully informed of this change. In the unlikely event of us being unable to provide cover we will where possible endeavour to give 24hrs notice and assist with helping you to make alternative arrangements.

Timesheets

For each assignment, carers are required to submit a completed timesheet. The time sheet will include the staff member's name and computer number and also the service user's name and address. The date, start and finish time of the assignment and mileage (if appropriate) will be shown on a daily basis and give a weekly total. Service users are asked to sign the timesheet at each assignment and also at the end of the week and a copy will be left with the service user. For those service users requiring care in their own home who are unable to sign the timesheet, a designated family member may do so and this information will be logged at the branch.

Smoking

Smoking on duty is forbidden in the event of those service users who are smokers we will discuss with you ways of meeting your needs and safeguarding our carers from the possible harmful effects of passive smoking.

Pets

For those service users who have pets we will undertake a risk assessment and if the pet poses no risk it may be possible for your pets to have free access while our carers are present. If a risk is identified we will discuss with you ways in which our carers care can be safeguarded.

Mental Capacity Act 2005

The Act generally only affects people aged 16 or over and provides a statutory framework to empower and protect people who may lack capacity to make some decisions for themselves, for example, people with dementia, learning disabilities, mental health problems, stroke or head injuries who may lack capacity to make certain decisions.

It makes it clear who can take decisions in which situations and how they should go about this. It enables people to plan ahead for a time when they may lack capacity. The Act covers major decisions about someone's property and affairs, healthcare treatment and where the person lives, as well as everyday decisions about personal care (such as what someone eats), where the person lacks capacity to make the decisions themselves.

Five key principles

The whole Act is underpinned by a set of five key principles:

- A presumption of capacity – every adult has the right to make his or her own decisions and must be assumed to have capacity to do so unless it is proved otherwise;
- Individuals being supported to make their own decisions – a person must be given all practicable help before anyone treats them as not being able to make their own decisions;
- Unwise decisions – just because an individual makes what might be seen as an unwise decision, they should not be treated as lacking capacity to make that decision;
- Best interests – an act done or decision made under the Act for or on behalf of a person who lacks capacity must be done in their best interests; and
- Least restrictive option – anything done for or on behalf of a person who lacks capacity should be the least restrictive of their basic rights and freedoms.

What does the Act do?

The Act enshrines in statute current best practice and common law principles concerning people who lack mental capacity and those who take decisions on their behalf.

The Act deals with two situations where a designated decision-maker can act on behalf of someone who lacks capacity:

- Lasting Powers of Attorney (LPAs) – The Act allows a person to appoint an attorney to act on their behalf if they should lose capacity in the future. This is like the current Enduring Power of Attorney (EPA) in relation to property and affairs, but the Act also allows people to empower an attorney make health and welfare decisions. Before it can be used an LPA must be registered with the Office of the Public Guardian.
- Court appointed deputies – The Act provides for a system of court appointed deputies in the Court of Protection. Deputies are able to be appointed to take decisions on welfare, healthcare and financial matters as authorised by the Court of Protection but are not be able to refuse consent to life-sustaining treatment. They are only appointed if the Court cannot make a one-off decision to resolve the issues.

The Act creates a public body and an official to support the statutory framework, both of which are designed around the needs of those who lack capacity:

- The Court of Protection has jurisdiction relating to the whole Act. It has its own procedures and nominated judges. It is able to make declarations, decisions and orders affecting people who lack capacity and make decisions for or appoint deputies to make decisions on behalf of people lacking capacity. It deals with decisions concerning property and affairs, as well as health and welfare decisions. It is particularly important in resolving complex or disputed cases involving, for example, about whether someone lacks capacity or what is in their best interests. The Court is based in venues in a small number of locations across England and Wales and is supported by a central administration in London.
- A Public Guardian has several duties under the Act and is supported in carrying these out by an Office of the Public Guardian (OPG). The Public Guardian and his staff is the registering authority for LPAs and deputies. They supervise deputies appointed by the Court and provide information to help the Court make decisions. They also work together with other agencies, such as the police and social services, to respond to any concerns raised about the way in which an attorney or deputy is operating. A Public Guardian Board scrutinises and reviews the way in which the Public Guardian discharges his functions. The Public Guardian is required to produce an Annual Report about the discharge of his functions.

The Act also includes three further key provisions to protect vulnerable people:

- An Independent Mental Capacity Advocate (IMCA) is someone appointed to support a person who lacks capacity but has no one to speak for them, such as family or friends. They are only involved where decisions are being made about serious medical treatment or a change in the person's accommodation where it is provided by the National Health Service or a local authority. The IMCA makes representations about the person's wishes, feelings, beliefs and values, at the same time as bringing to the attention of the decision-maker all factors that are relevant to the decision. The IMCA can challenge the decision-maker on behalf of the person lacking capacity if necessary. The local IMCA service can be contacted at:



- Advance decisions– The Act creates statutory rules with clear safeguards so that people may make a decision in advance to refuse treatment if they should lack capacity in the future. The Act sets out two important safeguards of validity and applicability in relation to advance decisions. Where an advance decision concerns treatment that is necessary to sustain life, strict formalities must be complied with in order for the advance decision to be applicable. These formalities are that the decision must be in writing, signed and witnessed. In addition, there must be an express statement that the decision stands “even if life is at risk” which must also be in writing, signed and witnessed.

Your Health and Safety

Client safety

At Allied Healthcare Group our primary concern is the health, safety and welfare of both our clients and care workers.

We have a comprehensive Health and Safety Policy, which enables us to ensure that we provide and maintain safe and healthy working conditions, practices and equipment for all our members. The Company will provide information, training and supervision as may be necessary for this purpose. Where risks to safety or health need to be assessed under a specific duty or Regulations, we will

ensure that assessments are carried out and that all actions shown to be necessary will be implemented.

We operate a rigorous recruitment and selection process and any staff member who applies for registration with Allied Healthcare Group are required to satisfy a number of checks before registration can be granted:

- ✓ All workers are confirmed with the Criminal Records Bureau, and they are checked against the departments of health and education's POCA and POVA lists of people banned from working with children and vulnerable adults.
- ✓ Two written professional references, from the most recent employers, are secured on file prior to the applicant being assigned for any duties on behalf of the Company.
- ✓ All Qualified Nurses are verified with the Nursing and Midwifery Council.
- ✓ Yearly updates are monitored concerning mandatory requirements for Moving and Handling, Infection Control, Health and Safety, Fire Prevention, Prevention of Abuse, Food Hygiene and First Aid.
- ✓ A declaration of fitness to work is secured from all carers.
- ✓ On registration all carers must complete an Experience Checklist in relation to their speciality and experience.
- ✓ Quality Performance checks are also carried out and monitored on all carers.
- ✓ All carers are required to carry their Identity Badges at all times.
- ✓ All carers are required to sign a Confidentiality Declaration respecting and protecting Service Users personal information and confidences shared.
- ✓ All carers are made fully aware of the European Union maximum working hours and are provided with detailed information.
- ✓ Allied Healthcare Group regularly updates all policies and procedures in line with legislative and mandatory requirements.
- ✓ All branches of Allied Healthcare Group are registered with the Commission for Social Care Inspection, Care and Social Services Inspectorate Wales or the Scottish Commission for the Regulation of Care as appropriate and the certificate of registration is prominently displayed at each office.

The General Social Care Council's Code of Practice guides all carers.

All carers are continuously monitored and supervised with a formal supervision meeting every 3 months and an annual appraisal. These meetings give the opportunity for carers to discuss personal development and identify any training needs.

All carers receive a Handbook when they register with Allied Healthcare Group, which encompasses the Company's policies and procedures. This handbook forms the terms and conditions of employment for each Domiciliary Worker. Handbooks are reviewed in line with Policy and Procedure review.

Safeguarding Your Money and Property

Allied Healthcare Group operates a Handling of Service User Property Policy that is included in staff member Handbooks. All transactions in relation to the handling of service users' monies are recorded in the Care Plan. Any discrepancies must be reported to the Branch Manager immediately. Our Complaints Policy and Quality Assurance Policy ensure that any irregularities are fully investigated and resolved.

In the event of it being necessary for carers to "hold" keys to a service user's property, written authorisation must be obtained on a key authorisation form and the form signed by the service user or other authorised person.

If our carers are involved in handling your money in the course of their work, for example collecting your pension or doing shopping for you, they must record these transactions in the Service User Plan and obtain your signature for correct completion of the transaction. This is to protect you and the care worker. If there are any irregularities please contact your Branch Manager who will conduct an investigation immediately.

No staff member is allowed to accept any gifts, loans or gratuities from service users, relatives or any other interested party.

Carers are not allowed to act as witness to Wills or to give advice in relation to Wills, investments or financial matters generally.

Administering Medication

Wherever possible you will be encouraged to be responsible for your own medication management. Your carer can only assist you with the management of your medication when this part of an agreed package of care. Carers must always follow the policy and procedures of the Company

Under no circumstances will you be forced to take medication and carers do not have the right to any information regarding either your health status or medical condition.

Medication must be clearly labelled. Carers will not fill compliance aids (such as dosette boxes and one day trays). Carers will not assist you with medication from compliance aids unless they have been dispensed and sealed by a pharmacist. Carers will not assist you with any medication that requires skilled observation such as blood glucose or urine testing, or the taking of a pulse. Nor will carers assist you with medication given through syringe drivers or pumps, or gastric feeds via tubes or pegs, or use any other mechanical or electrical medical devices e.g. tens machines

The current medication recording chart will be completed on each occasion prescribed medication is offered to you by a carer, regardless of whether the medication you take or refuse that medication.

Carers will not assist you with medication management unless they have received appropriate training and will not perform any invasive procedures such as giving injections unless they are trained to do so and the appropriate protocol has been completed.

Assistance with drops for eyes and ears will not be given by your carer unless special agreements and instructions have been formally agreed on your Care Plan, and then only if the carer has had instruction directly from either the GP, District Nurse or Pharmacist. Wherever possible, drops should be dispensed in pre-dosed forms.

Assistance with nebulisers, inhalers and volumatics can only be provided when single dose measures are prescribed i.e. capsules or ampoules and it has been formally agreed as part of your Care Plan and then only if the carer has had instruction directly from either your GP, district nurse or pharmacist.

Assistance with 'over the counter' medicines and 'home remedies' can only be given if either a health professional or pharmacist agrees that it is safe to do so with your prescribed medication. All purchases of non-prescribed medication will be recorded by your carer on the back of the Medication Chart.

If a carer is at all concerned about any aspect of your medication management they will discuss this with either their Line Manager or a health professional or pharmacist.

This policy may be subject to regional variances to any part of this medication policy in line with: local CSSIW regulatory authorities and/or Pharmacist; the local social service department; any other contractually obligated bodies.

Our Health and Safety Policy

It is the policy of Allied Healthcare Group to observe the requirements of the Health and Safety at Work etc. Act of 1974 and any other subsequent legislation or regulations. Our Health and Safety Policy is reviewed and amended as necessary.

It is Company policy to provide and maintain safe and healthy working conditions, practices and equipment for all our carers. The Company will provide information, training and supervision as may be necessary for this purpose.

Where risks to safety or health need to be "assessed" under a specific duty or Regulations, we will ensure that "assessments" are carried out and that all actions shown to be necessary will be implemented.

It is the policy of the Company to listen carefully to any views of service users and carers in relation to Health and Safety issues.

A copy of the Health and Safety at Work Act shall be displayed at each Branch Office.

Carers are issued with a Handbook that contains the Company health and safety policy and all carers are supplied with personal protective equipment.

Our full Health and Safety Policy can be seen at the branch in the Policy and Procedure Manual.

Accident / Incident Procedure

It is the aim of the Company to ensure that all members are aware of the actions to take in an emergency. Branch Managers are responsible for ensuring that carers are instructed on how to deal with emergencies. These instructions are included in the carers' Handbooks:

- ✓ Unable to gain access to a Service User's premises
- ✓ Coping with violence and challenging behaviour
- ✓ Water, Gas leak
- ✓ Electrocution
- ✓ Fire
- ✓ Oxygen leak

Any accident/incident will be reported to the Branch Manager and accident/incident forms are included in each service user's plan. Accidents to carers are recorded at the Branch office in an accident report book.

In cases where carers are unable to gain access to a service user's home the staff member will notify the Branch immediately. The Branch Manager will ensure that clear instructions are given to the staff on completing visual checks and checking with neighbours. The Branch Manager will then check with the nominated contacts for the service user and the next of kin, then the General Practitioner and Social Worker.

In the event of failing any immediate clarification of the whereabouts of the service user the police will be called.

In all cases where members are unable to gain access this will be documented in the service user's file. An "Unable to gain access" slip will be left at the service user's home and a copy retained at the branch.

Where a nurse or carer believes a criminal activity may have occurred (e.g. suspected physical abuse of a service user or robbery) our nurse or carer will

immediately inform their branch manager who will contact the necessary authorities.

How Service Users can express their views about our service

Allied Healthcare Group recognises that the provision of high quality service is of paramount importance in promoting quality of life for service users.

As part of our Quality Assurance Policy service users are contacted on a regular basis to express their views/comments and or concerns about the standards of service provided by Allied Healthcare Group. We welcome these comments to ensure that we deliver the highest quality standard of care.

Service users in their own homes will be asked to complete a Satisfaction Survey questionnaire regularly and the Branch Manager will visit the service user on a regular basis to review the service user plan. The results of these surveys provide us with performance indicators and help us to make any changes that are required to our policies and procedures.

The relevant activities that we base our quality assurance system on are:

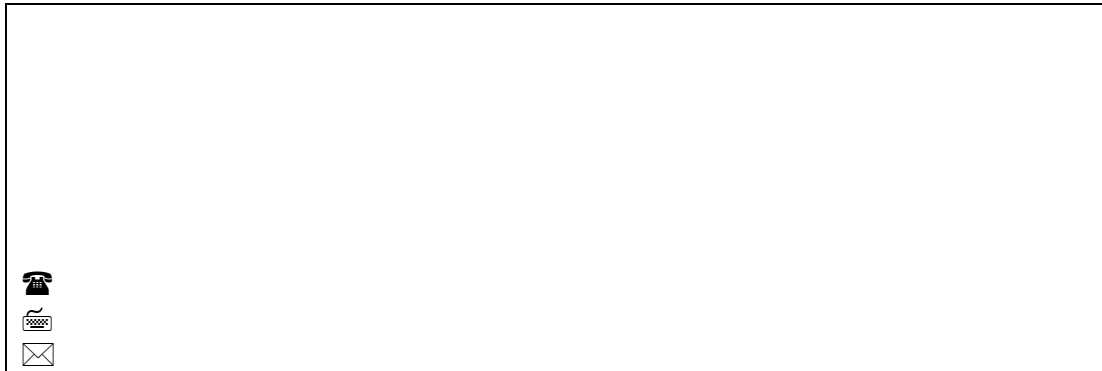
- | | |
|------------------------------------|--|
| ✓ Competence | ✓ Accessibility |
| ✓ Reliability | ✓ Equality |
| ✓ Responsiveness | ✓ Consistency |
| ✓ Security | ✓ Improvement of service |
| ✓ Understanding | ✓ Monitoring complaints/comments and compliments |
| ✓ Credibility | ✓ Friendliness and caring nature of healthcare workers |
| ✓ Adherence to Policy & Procedures | |

Head Office will perform an audit at least once a year, the results of which will be available at the branch for inspection by service users, family or representatives of service users, carers and the Care and Social Services Inspectorate Wales.

The General Social Care Council can be contacted at:

General Social Care Council
Goldings House
2 Hay's Lane
London
SE1 2HB
Telephone: 0207 3975100

The Local NHS Trust can be contacted at the address below:



Complaints Procedure

Principles

Allied Healthcare Group will endeavour to provide the highest standards of service possible in order to meet service users' present and future requirements. For this reason, we welcome your comments, compliments or complaints so that we can correct any shortcomings if they arise. We will:

- ✓ Endeavour to provide an immediate resolution for minor complaints or incidents, and where possible a course of action within 24 hours.
- ✓ Acknowledge all written complaints within 3 working days.
- ✓ Investigate all written complaints and report on the outcomes to the complainant within 15 working days (except where the nature of the complaint is such that an investigation would take longer).
- ✓ Agree in conjunction with the complainant the course of action to remedy any complaint.
- ✓ Keep a full written record of the nature and details of each complaint received, and the action taken to resolve it.

In the unlikely event you find cause for complaint with our service or with a member of our staff the following procedure should be followed, in order for us to deal with your grievance quickly and effectively.

How to Complain:

- If your complaint is of a minor nature and you feel it can be resolved by talking to someone please **telephone** the local branch.
- If your complaint is of a more serious nature about the way you have been treated or with any aspect of our service, or you are unhappy with the conduct of a particular health care worker please put your complaint **in writing** to the Branch Manager at the address on the front cover.

How your complaint will be dealt with:

- On receiving the complaint, we will log all details of the complaint in the branch office Complaints File and a record will be placed on the service user and agency health care worker file. Full details of investigation, the outcome and action taken will also be fully recorded.
- We will carry out a full investigation of your complaint, which may include us interviewing you and any other persons who may be involved.
- We will keep you informed of the details of our findings, the actions we have taken and proposals to resolve your complaint.
- In the event of any specific allegations of abuse being made the CSSIW will be informed.

In the event that a complaint of misconduct is made against a Registered Nurse, we will usually report this to the Professional Conduct Office of the Nursing and Midwifery Council, and CSSIW. The nurse will be kept fully informed of the complaint at all stages.

During the course of the investigation, the worker you have made a complaint against will not be assigned any further work with you, and depending on the severity of the complaint may be suspended during the period of investigation.

If you are dissatisfied with the outcome provided by the Branch Manager, you may complain directly to the:

Head of Quality
Allied Healthcare Group
Stone Business Park
Brooms Road
Stone
Staffordshire ST15 0TL
 01785 810600
 01785 818200
 mariemoody@alliedhealthcare.com

Complaining to the Care and Social Services Inspectorate Wales

If you wish to make your complaint directly to the Care and Social Services Inspectorate Wales please contact your local office detailed in the box below:



If you do not wish to make your complaint yourself, you may ask a friend or relative to make the complaint on your behalf.

Allied Healthcare Group will supply to the CSSIW an annual statement containing a summary of the complaints made during the preceding 12 months and the action taken in response.

Please remember it is your right to complain if you wish. It will not in any way endanger or jeopardise the service you are receiving from us.

Insurance Cover

Anyone working for and or on behalf of Allied Healthcare Group as indemnity cover under the following policies.

Employers Liability to £10 Million

Public Liability to £10 Million

Medical Malpractice £10 Million on aggregate

Our certificate of Employers Liability Insurance is displayed in all our locations.

English

This information can be provided in other languages and formats upon request such as large print, braille or audio cassette. Please contact your branch for further details.

Italian

A richiesta, le presenti informazioni possono essere fornite anche in altre lingue e altri formati, come stampa di grandi dimensioni, formato braille o audiocassetta. Per ulteriori informazioni, contattare la propria filiale.

Arabic

يمكن حسب الطلب توفير هذه المعلومات بلغات وتنسيقات أخرى مثل الخط الكبير أو لغة برايل أو شريط كاسيت. الرجاء الاتصال بفرعك لمزيد من التفاصيل.

Chinese

如果有诸如大型印刷、盲文或者盒式录音磁带之类的需求，本信息还能以其他语言或格式提供。欲知更多详细信息，请联系您当地的分支机构。

French

Ces informations sont disponibles en d'autres langues et d'autres formats sur simple demande : gros caractères, Braille ou cassette audio. Veuillez contacter votre agence pour plus de renseignements.

German

Diese Informationen sind auf Wunsch auch in anderen Sprachen und Formaten verfügbar, z. B. in Großdruck, Blindenschrift und auf Audiokassette. Weitere Details erhalten Sie von unserer Zweigstelle.

Hebrew

ניתן לקבל מידע זה לפי דרישה בשפות ובתבניות נוספות, כגון בכתב מוגדל, בכתב ברייל או בקלטת שמע. לפרטים נוספים אנא צור קשר עם הסניף שלך.

Japanese

この情報は、ご要望に応じて大きな活字、点字、オーディオカセットなど他の言語や形式で提供することができます。詳細はお近くの支店にお問い合わせください。

Polish

Niniejsze informacje są na życzenie udostępniane w innych wersjach językowych i formatach, tj. w wersji z dużym drukiem, w formie zapisu Braillem lub nagrania na taśmie audio. Więcej informacji na ten temat można uzyskać w najbliższym oddziale.

Portuguese

Esta informação pode ser prestada noutros idiomas e formatos, tais como impressão em letras grandes, braille ou cassete áudio, mediante solicitação. Para mais informações, contacte a sua sucursal.

Russian**Spanish**

Esta información está disponible en otros idiomas y formatos bajo petición, por ejemplo en mayúsculas, braille o cinta de audio. Póngase en contacto con su sucursal para más información.

Urdu

ی معلومات فرمائش کی جان پر دیگر زبانوں اور ب پرن،
بریل یا آیو کیسی جیسی صورتوں می فرا م کی جا سکتی ی
مزید تفصیلات کے لئے برا کرم اپن برانچ س رابطہ کری

Welsh

Gellir darparu'r wybodaeth hon mewn ieithoedd a fformatau eraill os gofynnir am hynny, fel print bras, braille neu dâp sain. Cysylltwch â'ch cangen am fanylion pellach.

Greek

Αυτές οι πληροφορίες, αν ζητηθεί, παρέχονται και σε άλλες γλώσσες και μορφές, όπως παραδείγματος χάριν, σε μεγάλη εκτύπωση, σε μπρέιλ ή σε κασέτιτα. Παρακαλώ επικοινωνήστε με το υποκατάστημά σας για περισσότερες λεπτομέρειες.