



## **THE EXCEL NURSING AGENCY**

**Motto: Quality Assurance Health Care for All.**

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## **CLIENT'S HANDBOOK FOR HOME HEALTH CARE SERVICE**



## THE EXCEL NURSING AGENCY

**Dear Esteemed Client,**

We believe that “graying years” should be a source of joy and Older Adults deserve good quality of life. We make them feel that they “matter even to the last moment of their lives”.

To establish a smooth working relationship with our Clients, this Service Handbook has been designed to serve as a guide that establishes a focal joint Individualized and Holistic care to our distinguished Clients wherever they reside.

We look forward to your perusal of this Handbook and a quality service delivery from us.

Yours’ in Service to Humanity.

**Felix O. Bomide**

**CEO,**

**THE EXCEL NURSING AGENCY**

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## INTRODUCTION

Welcome to **The Excel Home Health Care Service**. This Handbook outlines your rights and responsibilities as a Client and Home Care's Service conditions and our Responsibilities to you as your service provider.

It reflects our strategic Philosophy, Policies and Procedures as well as the Legislative Requirements, Standards and Guidelines.

## OUR MOTTO

Quality Assurance Health Care for All.

## OUR VISION

To be the most responding frontier to home care and management, assisting families and individuals live well and ensuring that dignity is maintained even at the end of life.

## ABOUT US

Caring for the sick at home remains a mainstay for optimum health. A wide range of continuous health and social services can be given in **the home**. Whether a person is being treated for cancer, is recovering from it or has advanced diseases; home care is a best option for optimal recuperation. Through The Excel Home Care, you get quality, expert, professional and compassionate health and social care in the comfort of your home instead of in a hospital or other facility.

The Excel Home Health Care is being managed by group of seasoned Healthcare Professionals Our Care workers are carefully selected, trained, vetted and skilled with International Home Care Modules and are highly motivated Personnel. They are also supervised and insured.

The Excel Home Health Care offers a wide range of individualized Home-based Care ranging from the old and frail to the chronically ill people and those suffering from terminal illnesses.

We help you make the best decision in management of your illness. We strongly believe that "old age" should be a fount of joy and happiness and our older adults deserve good quality of life. We always make them feel that they "matter even to the last moment of lives".

We provide quality care and support services to the following category of individuals:

- i. Individuals who are chronically ill
- ii. Families and clients with terminal illnesses.
- iii. Individuals recovering from major illnesses such as stroke, diabetes.
- iv. Individuals returning home after surgeries or rehabilitation.
- v. Individuals recovering from mental illnesses such as depression, schizophrenia.
- vi. Individuals recovering from physical difficulties such as bone fractures.
- vii. Individuals recovering from sensory disabilities such as visual impairment, hearing loss.

viii. Children in need of care at Home.

At The Excel Home Health Care, we comprehend and understand the challenges of aging and older adults and this empowers us to give quality support to them efficiently.

It is quite embarrassing in Nigeria that many of our parents and older adults are left in the care of untrained, unknowledgeable, unskilled, unreliable house help or workers.

We believe that our older adults desire a bright ending and should be celebrated and be made happy at all times and this is what we are committed to.

We therefore ensure that we provide reliable, passionate, skilled, knowledgeable, caring and trained individuals (care givers/ care workers) to provide the best support for each individual we care for.

### **Why choose The Excel Home Health Care.**

- We have a flexible mode of operation.
- We provide individualized and holistic home care services.
- We ensure your patients' home is the best place to receive health care.
- We are highly professional in our service delivery.
- We are dependable, reliable and trustworthy.
- We provide feedback of our services to you (the referring doctor) and our client's relative weekly.
- We add value and significance to our clients' lives.
- We provide enhanced supervision of our Nurses and Aides.
- We provide palliative care through pain therapy for the terminally ill or for debilitating illness like cancer.
- We provide assistive devices to our clients on request. Examples are commode, wheel chairs, walkers, pressure reducing mattresses or bed to prevent bed sore formation et al.
- We provide weekly report of our clients to relatives in the country or in Diaspora
- We ensure “**enhanced care plans**” are professionally and carefully drawn out to enhance client's optimal wellbeing.
- Engagement of clergymen in our hospice care team to enhance strong spiritual belief.
- We have established and still establishing partnership with state of the art and specialist Hospitals in Benin City and environs in cases of emergency situations and acute illnesses of our clients.

Our broad range of Home Health Care services include:

#### **1. NURSING SERVICES (NS)**

These services are provided by our graduate and experienced Registered Nurses (RNs) with different areas of specialties and who are specially trained in home care for our clients who require continuous and holistic care upon clinical documentation guaranteeing discharge from the hospital.

Our Nurses duties include and not limited to:

- i. **Vaccination:** Get vaccinated at Home and stay safe from infectious diseases. We provide vaccination for all kinds of vaccinated diseases and more by our qualified nurses at Home.
- ii. **Post-Surgical Care:** Post-surgical care is critical, and includes everything from pain management and feeding to respiratory management and fluid management. Get well sooner under the care of our nurses, who will help your patients with all of this in the comfort of your home.
- iii. **Urinary Catheterization Care:** Our nurses can help you with urine catheterization care at home; be it catheter insertion, catheter removal or bladder wash.
- iv. **Wound care:** Do you know that the healing process varies depending on the wound type? Our nurses are experienced in handling post-operation surgical wounds, infected wounds and pressure sores.
- v. **Oxygen administration:** Oxygen administration is required in both acute and chronic conditions like trauma, hemorrhage, shock, breathlessness, pulmonary disease and more. Don't panic, if you require one, call **The Excel Nurse** home.
- vi. **Injections and IV Infusion:** We save you from the trouble of regular visit of patients when it comes to frequent injections and IV infusions. Simply call us, and have an experienced nurse administer them for your patients at Home.
- vii. **Tracheotomy care:** our nurses are trained to ensure quality care of tracheotomy interventions.

These and many more duties are carried out by our experienced and seasoned Nurses.

What is more, they are always supervised by the Agency's Senior Nurse or Doctor or the Management of the Agency. Lets' help you get well sooner by getting 12/24hr care from The Excel Home Care Nurse. Our Nurses are highly skilled and ICU-experienced.

## Job Description of Our Nurses

### Position Summary

Nurses care for people who are sick, injured, convalescent or disabled. Under general supervision, they deliver care to patients utilizing the nursing process of assessment, planning, intervention, implementation, and evaluation, in accordance with established philosophy. Nurses collaborate with other professional disciplines to ensure effective patient care delivery and achievement of desired patient outcomes. Nurses effectively interact with patient and significant others, while maintaining the standard of professional nursing. The nature of the direction and supervision required for this position varies by **The Excel Directives**. Geriatric Nurses care for the physical and psychosocial needs of older adults. They focus on maximizing patients' functional abilities, as well as promoting, maintaining and restoring their physical and mental health.

## **Position Responsibilities**

Geriatric Nurses provide direct and individualized nursing care to older patients based on the application of scientific nursing principles. Responsibilities of Geriatric Nurses include (but are not limited to):

- Consults and coordinates with health care team members to assess, plan, implement and evaluate patient care plans.
- Prompt resumption to duty.
- Prepares and administers (orally, subcutaneously, through an IV) and records prescribed medications.
- Reports adverse reactions to medications or treatments in accordance with the policy regarding the administration of medications by a licensed registered nurse.
- Records patients' medical information and vital signs.
- Assesses the patients' ability to do routine daily tasks.
- Assists patients with such basic needs as dressing, eating, and bathing, and encourages patients to do things for themselves to retain feelings of independence and self-esteem.
- Recognizes and manages geriatric syndromes common to older adults, including: cardiovascular, respiratory, gastrointestinal, urinary, hematological, musculoskeletal, endocrine, neurological, psychiatric/psychosocial, integumentary, and sensory and pain problems.
- Prepares equipment and aids physician during examination and treatment of patient.
- Facilitates older adults' active participation in all aspects of their own health care.
- Involves, educates, and when appropriate, supervises family/significant others in implementing best practices for older adults.
- Promotes the desirability of quality end-of-life care for older adults
- Records all care information concisely, accurately and completely, in a timely manner, in the appropriate format and on the appropriate forms
- Performs other position-related duties as assigned, depending on assignment setting

Depending on setting, may also:

- Direct care provided by licensed practical nurses and nursing aides.

## ***The Excel Nursing Agency is an Equal Opportunity Employer***

- Float among various clinical services, where qualified and competent.

## **Other Responsibilities**

- Completes required orientation as directed by **The Excel**.
- Follows **facility and The Excel safety rules and procedures** while on duty.
- Follows **The Excel Unusual Occurrence Protocol**.
- Respects cultural and religious practices of patients.
- Punctual and dependent for assigned/confirmed shifts

## **Position Requirements**

- Graduate of an accredited nursing program in Nigeria.
- Current Practicing License, in good standing with the NMCN.
- Cognitive skills as related to the position.

### **Working Conditions**

- Because patients need round-the-clock care, working hours include days, nights, weekends and holidays.
- The number of patients assigned per shift will vary with facility and specialty, if applicable.
- Nurses spend considerable time walking, bending, stretching and standing; they assist in patient transfers.
- Nurses must guard against back injury because they may have to assist CNAs in patient lifts and transfers; they must follow proper body mechanics and procedures for lifting/moving patients.
- Nurses may face hazards from exposure to chemicals and infectious diseases. In addition, the population cared for will contain patients that are confused, irrational, agitated, or uncooperative, from diagnoses, such as Alzheimer's.

### **Physical Demands**

- Ability to lift 50kg substance. Moving, lifting or transferring of patients may involve lifting of up to 60kg, as well as assist with weights of more than 90kg.
- Ability to stand for extended periods.
- Fine motor skills
- Visual acuity

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand and talk or hear. The employee is frequently required to walk; use hands to finger, handle, or feel; and reach forward with hands and arms. The employee is occasionally required to sit and stoop, kneel, or crouch. The employee must frequently lift and/or move up to 50kg. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

### **Continuing Education Requirements**

Agency personnel are expected to participate in appropriate continuing education as may be requested and/or required by the Management. In addition, Agency's personnel are expected to accept personal responsibility for other educational activities to enhance job-related skills and abilities and must attend mandatory educational programs.

**We offer both live out, shift, live-in home services or whatever choice you wish to have.**

## **2. NURSING ASSISTANT SERVICES (NAS)**

These services are provided by our Certified Nurse Assistants (CNAs) who have some level of education; with certificates ranging from health related courses and many more. They are specially trained to assist our Registered Nurses in care of our clients.

## Job Descriptions of our CNA

### Position Summary

The CNA Home Care Aide is a professional member of home care team who works under the supervision of a RN or Physiotherapist and performs various services for a client as necessary to meet the client's personal needs and to promote comfort. The Home Care Aide is responsible for observing clients, reporting these observations and documenting observations and care performed.

The CNA shall be assigned in a manner that promotes quality, continuity and safety of a client's care.

### Qualifications

- Meets the training requirements of the Agency.
- Is at least 18 years of Age.
- Possess and maintain good physical stamina and mental health.
- The ability to follow a written Plan of Care, procedures and instructions and to observe and document care given.
- Have satisfactory references from previous employers.
- Is self-directing with the ability to work with little direct supervision.
- Has empathy for the needs of the ill, injured, frail and the impaired.
- Possess and maintain current CPR certification.
- Is flexible and cooperative in fulfilling role obligation.
- Demonstrates fact, patience and good personal hygiene.
- Licensed driver with automobile that is insured in accordance with our Agency's requirements and is in good working conditions.
- Prefer one (1) year experience in a Nursing Home, acute care facility or with a Health Maintenance Organization (HMO).
- Dependable and capable of maintaining standards as set by the Agency to meet clients' needs including being able to recognize emergencies and follow through with emergency procedures.

### Job Limitations

The CNA Home Health Aide will not function in the capacity of a Registered Nurse (RN). Specifically, the CNA **will not** administer medications, take Physician's order or perform procedures requiring of the training, knowledge and skill of a Nurse, specifically sterile techniques.

### Specialized Skills

- Good oral and written communications.
- Good organizational skills.

Other aspects and demands of the job not listed above:

- Assisting clients in transferring/ambulation.
- Push-pull clients in wheelchair.
- Turning/positioning bed-bound clients.

### **Responsibilities and Duties**

Responsibilities of the CNA include, but are not limited to the following:

- Answering client calls and attending to client's requests promptly. If unable to perform a certain task, report to the RN/management of the Agency.
- Meeting safety needs of clients and using equipment safely and properly (foot stools, side rails, restraints etc).
- Giving personal care including baths, back rubs oral hygiene, shampoos and changing bed linen as often as necessary.
- Assisting in dressing and undressing clients.
- Serving nutritious meals.
- Assisting in feeding the client if necessary.
- Taking and recording oral, rectal and axillary temperatures., pulse, respiration and blood pressure when ordered (**within the training limitations of the CNA**)
- Providing proper care and observation of client's skin to prevent breakdown of tissues over bony prominence.
- Reporting on client's condition and significant changes to the assigned supervisory Nurse.
- Assisting in ambulation and exercise as instructed by the Nurse or Physiotherapist.
- Offering and assisting with bedpans and urinals.
- Performing range of Motion (ROM) and other simple procedures as an extensional therapy service as ordered (**within the training limitations of the CNA**).
- Assisting client in the self-administration of medication.
- Keeping client's living area clean and hygienic, as appropriate.
- Adhering to the Agency's Documentation and Care Procedures and standard of personal and professional conduct.
- Doing client's laundry as appropriate.
- Performs simple wound care under the direction of the RN.

The above statements are only meant to be a representative summary of the major duties and responsibilities performed by the incumbents of the job. The incumbent may be requested to perform job-related tasks other than stated in this description.

### **Continuing Education Requirements**

Agency personnel are expected to participate in appropriate continuing education as may be requested and/or required by the Management. In addition, Agency's personnel are expected to accept personal responsibility for other educational activities to enhance job-related skills and abilities and must attend mandatory educational programs.

### 3. CARERS/PERSONAL AIDE (C/PA)

This Service is provided by our personnel who are trained to provide care and support for our clients.

#### **Job Description of our Carer/Personal Aide**

##### **Position Summary**

Assist elderly or disabled adults with daily activities at the person's home or in a daytime non-residential facility. Duties performed at a place of residence may include: keeping house (making beds, doing laundry, washing dishes) and preparing meals. May provide meals and supervised activities at non-residential care facilities. May advise families, the elderly, and disabled on such things as nutrition, cleanliness, and household utilities.

##### **Job Duties and task**

- Perform healthcare related tasks, such as monitoring vital signs and medications under the direction and supervision of a Registered Nurses and/or Physiotherapist.
- Administer bedside and personal care, such as ambulation and personal hygiene assistance.
- Prepare and maintain records of client progress and services performed, reporting changes in client condition to the Executive Director.
- Perform housekeeping duties; such as cooking, cleaning, washing clothes and dishes, and running errands.
- Care for individuals and families during period of incapacitation, family disruption or convalescence, providing companionship, personal care and help in adjusting to new lifestyles.
- Instruct and advise clients on issues such as household cleanliness, utilities, hygiene, nutrition and infant care.
- Plan, shop for and prepare meals, including special diets, and assist families in planning, shopping for, and preparing nutritious meals.
- Participate in case reviews, consulting with the team for caring for the client, to evaluate the client's needs and plan for continuing services.
- Transport clients to locations outside the offices or on outings.
- Train family members to provide bedside care.
- Provide clients with communication assistance, typing their correspondence and obtaining information for them.

##### **Job Activities**

- **Assisting and caring for others:** providing personal assistance, medical attention, emotional support, or other personal care to others such as coworkers, customers, or patients.
- **Establishing and maintaining interpersonal relationships:** developing constructive and cooperative working relationships with others, and maintain them over time.

- **Making decisions and solving problems:** analyzing information and evaluating result to choose the best solution and solve problems.
- **Getting information:** observing, receiving, and otherwise obtaining information from all relevant sources.
- **Identifying objects, actions, and events:** identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
- **Communicating with Supervisors, Peers, or Subordinates:** providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail or in person.

### Skills Needed

- **Social Perceptiveness:** being aware of others' reactions and understanding why they do.
- **Active Listening:** giving full attention to what other people are saying, taking time to understand and the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Coordination:** adjusting actions in relation to others' actions.
- **Service Orientation:** actively looking for easy to help people.
- **Time management:** managing one's own time and the time of others.
- **Monitoring:** monitoring/assessing performance of yourself, other individuals or organizations to make improvements or take corrective action.
- **Speaking:** talking to others to convey information effectively.
- **Critical Thinking:** using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Reading Comprehension:** understanding written sentences and paragraphs in work related documents.
- **Learning Strategies:** selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- **Active Learning:** understanding the implication of new information for both current and future problem-solving and decision-making.
- **.Writing:** communicating effectively in writing as appropriate for the needs of the audience.
- **Persuasion:** persuading others to change their minds or behavior.
- **Instructing:** teaching others how to do something.
- **Equipment Selection:** determining the kind of tools and equipments needed to do a job.

### Abilities Needed

- **Oral Comprehension:** the ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Problem Sensitivity:** the ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- **Speech Clarity:** the ability to speak clearly so others can understand you.
- **Oral Expression:** the ability to communicate information and ideas in speaking so others will understand.

- **Speech Recognition:** the ability to identify and understand the speech of another person.
- **Deductive Reasoning:** the ability to apply general rules to specific problems to produce answers that make sense.
- **Written Expression:** the ability to communicate information and ideas presented in writing.
- **Written Comprehension:** the ability to read and understand information and ideas presented in writing.
- **Information Ordering:** the ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g. patterns of numbers, letters, words, pictures, mathematical operations).

#### **Knowledge, Experience, Education Required.**

- **Customer and Personal Service:** knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **English Language:** knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

#### **Continuing Education Requirements**

Agency personnel are expected to participate in appropriate continuing education as may be requested and/or required by the Management. In addition, Agency's personnel are expected to accept personal responsibility for other educational activities to enhance job-related skills and abilities and must attend mandatory educational programs.

### **4. EXECUTIVE CARE AIDE (ECA)**

These are carefully selected, vetted and well trained individuals with a minimum of a first degree and they demonstrate high level of integrity, skill, passion and desire for home care. They are trained and demonstrate skills in individualized home care and are certified with the America Heart Association of various safety skills with evidence of license and certificates.

#### **Job description of our ECA**

(Same as our Carers/Personal Aide)

### **5. NANNY SERVICE**

Our aim is to provide quality and reliable child cares who add value to an Organization or household needs. Our Nannies work to a standard of excellence to meet our client's needs. Our Nannies will be understanding and responsive to the needs of the client and provide the appropriate care that will enable the child/children to grow and develop in a clean, safe, secure and happy environment.

We only put forward candidates that we think are suitable for the position. We personally interview and vet all of our candidates. The vetting includes good references, qualification

verification & ID checks. We offer training courses in food hygiene, first aid, challenging behavior, safeguarding children, autism awareness and more.

This arm of our Agency is a family run department that is ready to help families and establishments find the right care for their individual needs. To respect the differing needs cultures and values of our clients. We understand the early years of a child's life are vital as the stepping stones to their successful future. We spend time finding the right people committed to our principles.

We can provide care from 0 to 24hours. We also offer a babysitting service for the evenings and/or a mobile crèche service (if you are organizing a family get together such as wedding and wanting the children to be cared for onsite).

### **Why we are unique:**

This arm of our Agency is a small family run and, therefore, very flexible to the needs of our clients. We understand that the needs of our clients are all different. We work closely with our families at the start of the business relationship to ensure we gain an in-depth understanding of what our clients want; what sort of person they are looking for and what areas they need help with; be it helping the mother and/or father with day to day tasks or taking sole charge of the children. We do this by visiting the family at home or arranging an appointment for the family at our office if that is preferred. We provide child carers for all types of contracts. From clients who need a long term permanent, full time care to clients who just need short term carers to help them through an extremely busy or difficult time in their lives (when a friendly, helping hand gets them through the maze)

### **After Service:**

Once you have employed our Nanny, we can provide ongoing support and guidance to you and your family, anything we can do to make life easier we will do our best to help with, including a payroll service, Sitters' service (include Sitters for special events), emergency childcare, place to go in your area or advice.

### **Job Description of our Nanny**

#### **Position Summary**

Nannies will look after your child(ren) in your home, offering individual care. A nanny's role is to create a safe, nurturing and stimulating environment in which the children can thrive and develop. Nannies may hold a childcare qualification, or have previous experience as a nanny. The salary of a Nanny can vary depending on the type of job, the hours and the location. Live-in positions are quite affordable and stress-free as per accommodation challenges.

The duties of a Nanny will vary on the family's needs and these duties should be agreed in advance. The duties can include:

- Preparing meals for the children, making sure they have a well balanced diet.
- Plan activities to stimulate, challenge and encourage skills in all areas of learning and development i.e. physically, intellectually, socially and emotionally.
- Nursery duties (this usually includes children's washing and ironing, keeping the children's rooms tidy and cleaning up after activities/meals during the day).
- Providing a safe, fun, secure and loving environment for the children.

### **Types of Nanny Roles**

**Daily/Live-out Nanny:** This would be a sole charge position usually between 8-10hours a day. Monday-Friday or Saturday. Sitting won't be included in their contract.

**Live in Nanny:** a Live-in Nanny would usually work between 10-48/72hours. Sitting would also be included in their contract. The main role of a nanny is providing care for the children and therefore should not include any household cleaning, if cleaning is going to be included in the role, this will need to be discussed and agreed in advance (Nanny Housekeeper role). Accommodation is provided for this type of Nanny by the client.

**Special Needs Nanny:** A special needs nanny will be responsible for all the duties of a Nanny but may care for one or more children with special needs that will need additional care. This type of position will vary enormously depending on the special need. This may range from a mild learning difficulty to profound/multiple physical and mental disabilities. Each child will require different assistance to help them reach their maximum potential. These positions may require the Nanny to take further training or have experience in specific conditions. Specific needs Nannies need to be sensitive to the whole families needs, supporting the parents and siblings will also be part of this position.

**Nanny Share:** There are two different types of Nanny Share. One is a Nanny that works for two families. The families will then share the cost of the Nanny and agree the terms with the Agency. The other is an experienced or qualified Nanny who has a child of her own that they will bring to work with them.

**Night Nanny:** A Night Nanny can be invaluable. If you are feeling sleep deprived at anytime, especially after giving birth, then you need a night nanny. This role will include caring for your baby and helping to encourage a better sleep pattern. Night Nannies usually start in the evenings by 8pm and finish by 8am. This role is very flexible and can be used as and when the night nanny is needed.

**Nanny/Housekeeper:** This position will include the normal Nanny Duties plus household management. This can include shopping, cooking, light housework, supervision of household staff; looking after family pets etc. this would be a daily or live-in position.

**After School Nanny:** This position would mean collecting the child(ren) from school and taking them home, preparing their tea, doing homework, bedtime routine etc. after school Nannies may have their own child(ren) with them whilst they are working.

**Temporary/Emergencies Nannies:** A temporary/emergency Nanny may be needed for one day to six months (anything longer is classed as permanent), full time or part time. We can provide a pay as you use service for this where the nanny will fill out a timesheet for the hours worked.

**Proxy Parents:** This type of care is for parents that may need to leave their child(ren) with a Nanny 24hours a day for as long as required. The Nanny would live-in whilst they are needed.

Basically, the Nanny is stepping in as a parent whilst they are away for business or long weekends.

### **Parents' Help Role**

A parents' Help will work the same sort of hours as a Nanny. This role is for someone without as much experience as a Nanny therefore they are not left with sole charge of the children constantly. There can be time during the day that they are left with sole charge responsibility.

This position can be daily or live-in. The parents' help will work alongside the father/mother, caring for the children, helping with nursery duties (children's washing, ironing, tidying the children's rooms, cooking for the children) and helping with light duties such as family shopping or family washing.

The parents' help is not a cleaner and should not be expected to do all of the household duties.

The duties of a parent's help will vary depending on the families' needs and these duties should be agreed in advance.

The position can be temporary or permanent, full or part time. An extra pair of hand can go a long way.

### **Sitting Service**

**What is sitting:** If you want to go out and need someone to sit in your house (or for the location you may be staying at) whilst your child(ren) sleep for the majority of the session, we class this as "sitting". Hours for sitting are from 6pm. If however, you need someone to take your children out or care for them during the day time, then you need a temporary need.

### **Continuing Education Requirements**

Agency personnel are expected to participate in appropriate continuing education as may be requested and/or required by the Management. In addition, Agency's personnel are expected to accept personal responsibility for other educational activities to enhance job-related skills and abilities and must attend mandatory educational programs.

**Recommended Payments**

Days	Hourly rate paid for Sitter direct	Number of children	Additional children
Monday to Friday	Amount per hour determined by us.	One	+50 percent of initial fee per child per hour
Saturday/Sunday from 6pm	Amount per hour determined by us	One	+50 percent of initial fee per child per hour
Special Needs' Child Mon-Fri	Amount per hour determined by us	One	+50 percent of initial fee per child per hour
Special Needs' Child Sat/Sun from 6pm	Amount per hour determined by us	One	+50 percent of initial fee per child per hour
Notes	No more than 3 children per Sitter After midnight-rates at an additional amount as determined by us per hour.		
Special Occasions/Dates	Hourly rates will be negotiated at the time for special occasions e.g. Christmas, New year's Eve, valentine's day, Siting at a temporary address e.g. sports club or hotel, Bookings made with less than 4 hour's notice.		

No matter how organized you are, some things do not always go to plan and a back up is needed, at times like these we understand how important it is to have emergency help when it comes to childcare.

**Emergency Nannies:**

An Emergency Nanny may be needed for one day to six months, full time or part time. We can provide a pay as you use service for this where the Nanny is employed by us and you use them as when you need them, the Nanny will fill out a timesheet for the hours they work with you, then you will get invoiced for these hours. This will mean we are responsible for the Nannies contract, employment law and payroll.

These Emergency Nannies are available at short notice and take over the care of your children at the home. The Nannies will be experienced in stepping into someone else's shoes and understand it might be an unsettling time for the children. The Nannies will do all they can to make this temporary arrangement as easy as possible.

The Nannies we use will have sole charge experience; hence have a valid first aid certificate. All references will have been checked and qualifications (if they have them) will be verified and the nanny will have been personally interviewed by our team.

**Engagement Fees**

**Confidential: not to be divulged to any third parties without prior agreement. These are subject to review on a yearly basis.**

**Full time:**

Nannies/Parents' Help: 3× Weekly Net Salary

**Part Time:**

Nannies/Mother's Help: 3× Weekly Net Salary

After School Care: as determined by us

**Temporary:**

A temporary Nanny would then be employed by us and we would pay the Nanny directly.

Per week: amount determined by us

Daily cover: amount determined by us

Weekend cover: amount determined by us

**Sitters Service:**

(Unlimited access for a Sitter during the evenings for 3 months) amount determined by us

One off sitting fee: amount determined by us.

**6. MENTAL ILLNESSES CARE (MIC)**

With vast range of experience of our MIC team, we ensure quality health and social services are provided for our clients with mental illnesses.

**7. PHYSICAL DISABILITIES CARE (PDC)**

Our care is aimed at rehabilitation of affected clients, control and prevention of its re-occurrence and education on its prevention.

**8. SENSORY DISABILITIES CARE (SDC)**

Our care is aimed at rehabilitation of affected clients, control and prevention of its re-occurrence and education on its prevention.

**9. DEMENTIA CARE (DC)**

**The Excel Dementia Care Team (EDT)** is an integrated Mental Health and Social Services team which provides psychiatric and social needs assessment, intervention and treatment. Our

EDT aims to provide a high quality service to our older adults by engaging and supporting them and their families.

## 10. HOSPICE CARE (HC)

Hospice care provides medical services, emotional support and spiritual resources for people who are in the last stage of a serious illness, such as cancer or heart failure. Hospice care also helps family members manage the practical details and emotional challenges of caring for a dying loved one. Our Hospice Care is provided through our experienced, interdisciplinary healthcare professionals.

**Our Added Value Services include:**

## 11. LAB TESTS

Be it for prescribed diagnostics or regular health checkup, The Excel can help you with both.

By using **The Excel Home Lab Service**, you can get lab samples collected at your doorstep and receive test reports via email or brought directly to your home. We assist you with quick and prompt diagnosis of clients to enhance quality care via e-medicine and our Doctor.

**What do we offer?**

- i. **Diabetes Health Check Package (DHCP):** Comprising of sugar screening tests, cholesterol, lipid profile test and kidney tests, this package is designed for people who are diabetic or have irregular levels of sugar or glucose.
- ii. **Executive Health Check for Men (EHCM):** Routine investigation, sugar screening tests, cholesterol, liver tests, thyroid tests and kidney tests are included in our “**executive health package for men**”. This is an ideal package for people having hectic work life and excessive mental and physical stress.
- iii. **Executive Health Check for Women (EHCW):** Executive health package for women include routine investigations, sugar screening, lipid profile and thyroid tests which are very necessary for today’s women working busy schedules in stressful environment.
- iv. **Health Check Package for Hypertension (HCPH):** People having busy lifestyle, irregular diet patterns, lack of sleep and physical activity etc face huge risks of high BP, heart disease and cardiovascular problems. Get this package to control the risk factor.
- v. **Home Ultrasonic Investigation (HUI):** Do you need our experienced radiographers to help with any Ultrasonic Scanning services either for your pregnant patients and more at home; send us a request and we will be glad to offer you this.

### How can we help?

If you need any regular lab tests or health package, send us a request and we will send our Med Lab Scientist or Phlebotomist attend to you at home/office. Our highly qualified and experienced phlebotomist will collect lab samples from your home or office at your convenient time. Also, reports will be delivered to you via email or brought to your home as soon as possible. Reliability of your report is guaranteed.

## 12. HOME PHYSIOTHERAPY CARE

Whether it is a lingering back pain, a frozen shoulder, or a sports injury that you are looking for your patients to recover from, we can now get them treated in the *comfort of your home*, by our certified, specialized and experienced physiotherapists.

### When do you need us?

If clients are suffering from any of the following, or any other physical pain, call us sooner rather than later.

- i. **Back pain:** A sedentary lifestyle, poor posture, and daily travel can cause persistent back pain. You don't have to live with that pain. Get treated by our physiotherapist at home.
- ii. **Sports Injuries:** Have your patients stopped playing sports due to an injury? Or do you rely on pain relief sprays and sedatives? Don't just alleviate the symptoms. Get to the root of the problem. Get Physiotherapy at Home.
- iii. **Post Surgical Rehab:** Have your patients just undergone surgery; physiotherapy at home can help you get back to normal faster. Regain your mobility with our expert in-home physiotherapy treatment.
- iv. **Paralysis:** Did you know that with regular physiotherapy treatment, muscle tone can be improved making the patient as mobile as possible in paralysis.
- v. **Parkinson's disease:** Parkinsonism is a movement disorder. Physiotherapy treatment can help the patient in gaining more mobility and independence.
- vi. **Cerebral palsy:** The Excel brings custom-made plans for cerebral palsy. Our physiotherapists work towards optimizing patient's movement by improving the strength and flexibility of muscles.

### How can we help?

Our Physiotherapists heal patients in the comfort of their homes. They assess, diagnose and develop a treatment plan which varies depending on the patient's needs. A physiotherapy session is usually of an hour, depending on the criticability of the problem. Our experts help with basic and advanced movement exercises to improve the patients' mobility.

### 13. HOME DOCTOR CONSULTATIONS

Why wait to see a doctor, when there is a doctor waiting to see you? The next time you or a loved one needs to consult with a doctor, have **The Excel Doctor** visit you at home and at your convenience.

#### **When do you need us?**

If you need help with any of the following or more, feel free to contact us soon rather than later.

**General Checkup (GC):** It is a best practice to keep an optimal check on your health. Regular health check-ups are essential for children and the elderly. Call **The Excel Doctor** and stay rest assured about your family's health.

**Diabetic Care (DC):** Did you know that every patient suffering from diabetes should see a doctor at least once in 3 months? Now that you do, call The Excel Doctor for a comprehensive consultation.

**Ortho Care (OC):** Don't let orthopedic conditions like fractures, joint replacements, spinal deformities, arthritis and many more create havoc in your life. **The Excel Doctors** are happy to get rid of that pain for you in the comfort of your home.

**Post-Hospitalization Cardiac Care (PHCC):** The heart is one of the most essential parts of the human body. No health issue related to it can be ignored. If you ever find yourself in need of post-hospitalization cardiac care, allow us to free you of your worries with our **Home Doctor Service**.

**Post-Hospitalization Neuro Care (PHNC):** A nervous system disorder is worrying, but is usually associated with many myths. Don't panic. For post-hospitalization neuro care and support, call us and get our experienced doctor to treat you at home.

**Home-Based Oncological Care (HBOC):** We understand how difficult it is to deal with cancer. We will do whatever it takes to provide a cancer patient a better life. So, don't hesitate. Get home-based oncology care and advice from our experienced doctor in the comfort of your home.

#### **How can we help?**

The Excel Doctors work from clients' home. They assess, diagnose and treat clients depending on their need. Our General Physicians have years of experience in the medical field and they treat with patience and compassion.

#### **14. RECRUITMENT OF HEALTH CARE PROFESSIONALS**

We engage in recruitment of all cadres of skilled health workers for both private and public establishments in Nigeria. We also give quality and internationally recognized training for health care workers or individuals who have passion for caring for adults in the comfort of their homes.

#### **15. SUPPLY OF MEDICAL AND ASSISTIVE EQUIPMENTS AND BOOKS**

For ease of stress in procuring assistive and medical equipments, we engage in the supply of them for our clients and requesting private or public establishments. We ensure prompt delivery of Medical books for private and public establishments.

#### **THE EXCEL MODE OF SERVICE DELIVERY**

After we have been contacted either through referral from clients' Managing Physician or other means of getting through to us, we give a **Service Request Form** which is filled by clients and a detailed **care assessment is done by our Home Health Care Team within 24hours** and this provides a comprehensive care plan for our clients and enable quality service delivery to them. We offer live-in and live-out care-giving services. We maintain close relationship with the Managing Physician and family members of our clients and providing regular update of our clients' progress.

##### **Clients' Plan of Care**

Our client's plan of care is individualized and covers holistic care; it includes:

- The services the client needs.
- The skilled professionals that delivers this care.
- The Medical equipment and materials needed for providing Quality care and support to our clients.

Review of clients' plan of care is done on daily basis and if a need for change is expected, the clients, families and Managing Physician are informed.

#### **THE EXCEL NURSING AGENCY BOARD OF DIRECTORS**

**Felix O. Bomide** serves as the **Chief Executive Officer**. He is an experienced Ophthalmic and Gerontology Nurse Practitioner who has practiced within and outside Nigeria. He is also a seasoned Medical Tourism Facilitator. He belongs to various associations such as Medical Tourism Association, National Association of Nigerian Nurses and Midwives, Nigerian Ophthalmic Nurses Association, Medical Tourism Professionals. He has attended various conferences and has spoken in over 20 seminars/conferences till date. He is a dynamic, creative and intelligent youth who is blazing the trail in preaching the Gospel of quality Health Care for



## **OUR SERVICE PRINCIPLE**

We aim to deliver services that make a difference to our clients' lives by assisting them to maintain independence in the home and community; thereby achieving what is important to them.

We are committed to providing a high standard of service guided by our five important principles known as CARES.

Communication

Adaptability

Reliability

Empathy

Safety

These principles are designed to guide our staff to make their decisions with flexibility, while ensuring safety, health and wellbeing of both clients and staff.

## **SAFETY IN YOUR HOME**

Your home is considered a workplace for our staff. You have a duty under the law to make sure that our staff can work in a healthy and safe environment when they are in your home. Some things you can do include:

- Notifying our staff of any unsafe conditions in your home.
- Participating in safety assessments of your home.
- Helping with fixing any hazards found in your home through The Excel Safety Assessment.
- Ensuring your pets are controlled during service provision.
- Providing a smoke-free working environment.
- Providing a workplace for staff that is free of racial, sexual, physical or emotional abuse.
- Treating our staff with dignity and respect.
- Telling our staff if you are unwell or cannot do things the way you usually do them.
- Telling our staff if your doctor has diagnosed you with a short-term infectious illness.
- Informing our staff if you or another household member are having chemotherapy and/or using cytotoxic medications.
- Providing cleaning equipment that is suitable and well maintained.
- Providing safe cleaning products.

- Ensuring your personal mobility equipment and the other items you need to live independently in your home are available, well maintained and enable us to provide care safely.

We will conduct a safety check during our first service and discuss any risk we identify with you.

We will always make sure your services are available, but there may be times when we can't do certain tasks for both your safety and ours. If this occurs, we will let you know and will work with you towards finding other ways to assist.

The safety of the service will be reviewed with you on an ongoing basis in accordance with The Excel Safety Legislation and Procedures.

### **BILL OF RIGHTS AND RESPONSIBILITIES**

#### **I. Bill of Rights**

As a Client of The Excel Nursing Agency, you have the right to:

1. Be informed of your rights both verbally & in writing at time of admission & prior to initiation of care.
2. Receive competent, individualized care and service from our Staff regardless of age, race, color, national origin, religion, sex, disease, disability or any other category protected by law or decisions regarding advance directives.
3. Be treated with dignity, courtesy, consideration, respect and have your property treated with respect.
4. Be informed verbally and in writing of the services available and related charges, as they apply to the primary insurance, other payers, and self-pay coverage before care is initiated. To be informed of any changes in the sources of payment and your financial responsibility as soon as possible but no later than thirty (30) calendar days after we become aware of the change.
5. Be informed both orally and in writing, in advance of the Plan of Care, of any changes in the Plan of Care, and to be included in the planning of care before treatment begins; be informed of all treatment prescribed, when and how services will be provided, and the names and functions of any person and affiliated program providing care and services, including photo identification of agency staff and participate in the development of the discharge plan.
6. Participate in the planning of your care and be advised in advance of any changes to the plan of care.
7. Refuse care and treatment after being fully informed of and understanding the consequences of such actions and to initiate an Advance Directive, "Living Will", durable power of attorney

and other directives about your care consistent with applicable law and regulations. Refuse to participate in research or experimental treatment.

8. To appropriate assessment of pain and management of his/her pain.
9. Receive information regarding community resources and to be informed of any financial relationships between our Agency and other providers to which you may be referred to by us.
10. Be informed of the procedures for submitting client's complaints, voice complaints and recommend changes in the policies and services to the Management of the Agency by calling the following mobile numbers: +2347069741720 and +2348076035348. The expression of such complaints by the client or client representative shall be free from interference, coercion, discrimination or reprisal.
11. Express complaints about the care and services provided or not provided and complaints concerning lack of respect for property by our staff, and to expect the agency to investigate such complaints within 15 days of receipt of complaint and reply will be given to the client.
12. Receive timely notice of impending discharge or transfer to another agency or to a different level of care and to be advised of the consequences and alternatives to such transfers.
13. Privacy, including confidential treatment of records and access to your records on request. Information will not be released without your written consent except for those instances required by law, regulation or third party reimbursement.
14. In the situation when the client lacks capacity to exercise these rights, the rights shall be exercised by an individual, guardian or entity legally authorized to represent the client.

## **II. Bill of Responsibilities**

As a Home Care Client, you have the responsibility to:

- Be seen by a doctor on a regular and ongoing basis.
- Share complete and accurate health information.
- Be responsible for following the treatment plan recommended by your physician.
- Make it known if you do not understand or cannot follow the treatment plan.
- Cooperate with agency staff and not discriminate against staff.
- Notify the agency in advance when you cannot keep a scheduled appointment
- Notify the agency in the event of change in your health status.
- Be responsible for your actions if you refuse treatment or do not follow the Agency's recommendations/directions.

- Ensure our Staff wears the required uniform as shown to you while on duty. In case of otherwise, please do not insult our Caregivers, but kindly inform the Management of the Agency.
- Allow our staff the use of your telephone to call the Management of the Agency at beginning and end of shifts.
- Allow our staff to use photograph and video in the home in order to record any observations regarding the client's safety, health or wellbeing or for purposes of supervising and recording the our Caregivers' skills in compliance with agency policy and for prompt report of any changes in the client's health.
- Maintain a home environment that facilitates effective health and social care.
- **Home Safety Evaluation:** allow The Excel Nursing Agency to conduct Home Safety Evaluations and Assessments.
- **Fall Risks:** unless The Excel Nursing Agency is instructed by you (the client), our staff is expected to be at your side at all times throughout the shift. To prevent a fall from occurring, we will provide homecare tasks; covering meal preparation, light housekeeping, shopping errands, medication reminders and other tasks, many of which may entail leaving your side. Accordingly, it is possible that you may fall during the shift. If you are concerned about this risk, please call (or have your representative or health care physician) call us on: +2347069741720, +2348076035348 and kindly make this request clear.
- **Reading** of attached job description of requested service workers.
- **Keys (\*):** Our staff is not permitted to accept keys to your home unless a signed permission for management of keys is obtained by The Excel Nursing Agency.
- **Gifts (\*):** our staff is not permitted to accept gifts unless a signed authorization is obtained by The Excel Nursing Agency.
- **Meal Expenses:** Our live-out staff is expected to bring their meals. However, if you desire that our staff accompany you to a dinner or other venue, **you will cover the staff expenses and guarantee the safety of such staff.**
- **Valuables:** our clients are expected to handle their valuable items and money properly while our staff provides service in your home. Our clients will kindly remove from any accessible location irreplaceable items including cash, jewelry, silver or other valuables.
- **Finances:** Our staff is **not** permitted to help Clients with banking, writing cheque or the use of your bank Card. Kindly note that any of our staff who use your bank card for any reason whatsoever will be immediately terminated and reported to the Police.

As our Client we kindly implore you to:

- Respect the rights of our staff, ensuring their workplace is safe and healthy and free from harassment (see The Excel Workplace Health and Safety handbook (WHS) for more details).
- Care for your own health and wellbeing as much as you are able.
- Provide us with information that will help us better to meet your needs.
- Provide us with a minimum 24 hours notice when you will not be home for your service.
- Inform us of any changes we need to make to your care plan or service agreement and provide appropriate information if required.
- Be aware that our staff **is only authorized** to perform the agreed number of hours as outlined in your service agreement.
- Provide the equipment and cleaning agents needed for us to deliver the tasks outlined in your service agreement
- Pay the agreed amount for the services provided by our staff
- Provide us with feedback about the service you are receiving.

### **YOUR PRIVACY**

We have a legal obligation to protect the privacy of your personal information and ensure your paper and computer based records are secure.

Where we are required by law to release this information, we will inform you.

### **THE WAY WE PROVIDE OUR SERVICE**

#### **Service Agreement**

A Service Agreement is an agreement between the client and the Agency. When you sign this agreement, you are agreeing to abide by the terms and conditions detailed in the service agreement and the Home Care Service Client Handbook.

If the services detailed in your service agreement do not have an end date, the agreement will remain valid until a change occurs that requires a new agreement to be prepared. A new service agreement invalidates all previous agreements.

Your services will be reviewed once a year and this agreement can be changed at any time if your circumstances change.

### **OUR CARE TEAM**

A number of Personnel are involved in providing our clients with the services requested for. Our staff is supervised by the Management of the Agency. The Management allocates appropriate staff based on the skills and knowledge required to support our clients in the best possible way.

We value the diversity of our staff that comes from many different cultural and linguistic backgrounds, as do our clients. If you have cultural or linguistic requirements we will try to meet your request where possible.

Our Management team works with you on daily basis to ensure your needs are met.

### **CODE OF ETHICAL CONDUCT**

Our staff is not permitted to:

- Accept any financial rewards or gifts, including any benefits from a client's will.
- Provide services to you outside those detailed in the service agreement.
- Offer financial advice.
- Operate your bank account.
- Act as Executor to your Estate.
- Act as Power of Attorney.
- Sign credit card transactions, or know your personal identification number (PIN) and online bank security details.
- Offer to buy anything you own.

### **CONTACTING US**

You can contact us via this means:

CEO/Chairman's mobile number: +234(0)7069741720, +234(0)8022137068

Director: +234(0)8165527599.

General Manager: +234(0)7065607356

Email: [info@theexcelnursingagency.org](mailto:info@theexcelnursingagency.org)

Website: [www.theexcelnursingagency.org](http://www.theexcelnursingagency.org)

### **CHANGES TO CLIENTS' SERVICE**

#### **Requesting a Change in Service Time**

We will try to accommodate requests for a change to the Service time where sufficient notice of 24hours is given, provided it does not incur additional costs to us or unduly affect services provided to other clients.

If you require a one off or short term changes, please kindly inform us as soon as you know you would like to change your service time. Providing more notice will help us in accommodating your request.

We work with you and your family, to develop a care plan that is flexible and reflects client's individual needs and preferences. This plan is reviewed regularly and can also be reviewed at any time on your request.

Please be aware that a change in service time may result in a different Care Worker providing your service.

### **If You Need to Miss A Service**

Where possible, you should give us at least 24 hours' notice if you will be unavailable on the day or at the time you usually receive your service.

You may be charged an administration fee if you do not provide 24 hours' notice. This charge will be in addition to any maximum charges stated in your Service Agreement.

You will not have to pay the charge in the case of an emergency.

### **Temporarily Ceasing Service**

Kindly inform us with a 72hours notice if you need to suspend our Service for any reason. Either client or their representative is responsible for letting us know that your service needs to be temporarily stopped and for how long.

Should you need to go into Hospital or other Health care facilities for possible treatment, you can organize for your service to be put on hold until you return or you pay for charges allowing our care worker accompanying you to the hospital (*see hospital accompanying service agreement form*). If it is an extensive stay, a reassessment may be required before resuming our Services with you; as your needs may have changed during this time. In this case, please contact our Management before you leave such health care facilities, so a re-assessment can be organized if needed.

If you are absent or out of contact for a period of greater than three months, our Service with you can be terminated or cancelled. If this occurs, such clients will need to organize a fresh agreement with us.

### **Ceasing Our Service with You**

Clients can cancel or stop our Home Care Service permanently when a notice of 14working days has been given to the Management of the Agency.

### **Services provided away from Home**

If our clients go to stay with a family member, take a holiday or attend work or education outside their home, we shall organize your Home Care Services to be delivered at the new area (if such client is still interested in our service). Kindly provide us a 14working days' notice to this effect.

### **Moving Homes**

If our clients move to a new Home, such client will kindly contact our management for arrangement of our services in their new home.

Kindly note that this might require a re-assessment by the Agency as the service provided may change based on the layout of your new home.

### **Reviewing Your Service**

We regularly review your services to ensure our home care services provided meets your needs. If at any time you feel your needs might have changed, kindly contact the management of the Agency.

### **Conditions Requiring a Reassessment of Your Service**

A review of your care needs and plan may require the need for a reassessment of our services provided.

A reassessment may be required if:

- Our care worker is no longer able to help you.
- There is a change in your physical / medical needs or behavior that cannot be managed while ensuring your safety and that of the people who care for you.

We will contact you to arrange a re-assessment of your care needs and will discuss the outcome of that reassessment with you and your family member.

### **Changes to Services Provided**

The outcome of the reassessment could involve the need for a different type of service or different care options. If our client needs can be more appropriately met through other types of services or care options; we shall discuss this with you. If we are no longer able to safely meet your needs, we may need to discontinue your services.

However, we can assist you to access a more appropriate service by referring and supporting your transfer to other internal or external service providers if needed.

### **Other Members of Your Household**

Our service is to meet client's personalized needs.

If other members of client's household require our Services, kindly contact us.

### **Emergency Situations**

Our staff has procedures to follow in cases of emergency in client's home or when clients don't respond to a planned or scheduled visit. Our staff has a duty of care to help you.

Our staff is trained to make you comfortable in the event of an emergency and seek immediate assistance by either arranging for an ambulance or informing the Management. Your emergency contact person may also be contacted.

We will attempt to contact you via telephone and if unsuccessful, will call your nominated emergency contact for further advice.

If your emergency contact person cannot be contacted, the police can be called to gain access to your premises to make sure you are not injured and unable to seek help.

We shall develop an immediate action plan to manage such emergency situation.

### **Client's Contribution to cost of Service**

Our Service Agreement shows the funding programme.

If you experience hardship paying your fee, kindly contact us to request a review of the amount.

### **RECEIPT OF COMPENSATION/DAMAGES**

If our client makes a personal injury claim for compensation or damages, they must:

- as soon as practicable, notify us of any compensation/damages claim that has been lodged, or is intended to be lodged in relation to an illness, injury or disability and which may result in a change or additional care being provided by us.
- update us on a regular basis on the status of any compensation/ damages claims
- notify us of the outcome of any compensation/damages claims
- Provide us with a copy of the terms of settlement, judgment or any other relevant information about a successful claim.

### **Providing Feedback or Discussing Concerns**

We value our Clients' feedback about our services. This information helps us to provide a better service to them. For any feedback about our services, kindly contact us.

All feedback will be managed in a confidential manner.

If it is easier for you to speak in another language, we provide free **Interpreter services** for most Nigerian languages. If you are in need of this, kindly contact us.

### **Additional Information**

For any additional Information, query or request, kindly contact us.

## Quick Guide to contacting Us

Queries	Our staff	The Management
You need to contact Excel Home Medicals	✓	✓
Change your service time (one off)	✓	✓
Change your service time (permanently)		
Temporarily suspend your service (e.g. going on holiday or to hospital)	✓	✓
Cancel your service (one off)		✓
Cancel your service (permanently)		✓
You may also want to...		
Check when your service is scheduled		✓
Find out where your Care Worker is (if your Care Worker is running late)		✓
Have your service reviewed		✓
Discuss a concern about your service	✓	✓
Provide feedback	✓	✓



## THE EXCEL NURSING AGENCY

**DISCLAIMER:** This handbook is subject to review by the Agency. It serves as the standard of operation of The Excel Home care Services. We appreciate our clients for carefully going through this handbook and accepting its statutory right as a means of our operation.

Yours' in Service to Humanity.

**Felix O. Bomide**

**CEO,**

**THE EXCEL NURSING AGENCY**

**Mobile: +234(0)7069741720, +234(0)8165527599, +234(0)7065607356.**

**Email: [info@theexcelnursingagency.org](mailto:info@theexcelnursingagency.org)**

**Website: [www.theexcelnursingagency.org](http://www.theexcelnursingagency.org)**