

QCL

SHOPPING PROCEDURE

General

QCL usually provide a shopping service to Service Users that already have a personal care package in place. The shopping service is strictly monitored and carers **must** follow all instructions carefully.

Shopping calls are grouped together separately on the carer's weekly schedule and are treated as "low priority" compared to all personal care calls. QCL do not give specific times for shopping calls because of their "low priority" status - these calls generally take place mid morning or mid afternoon.

Carers will always complete their personal care calls before doing any shopping.

NFC electronic monitoring is used to track the timings of all shopping calls and carers are fully trained in the use of QCL's electronic call monitoring system.

Procedure

A QCL carer will arrive at a shopping call and help the Service User to make a shopping list. Such help will include checking cupboards/refrigerator etc. to ensure that the list reflects the items required. It will also include checking favourite brands etc. and discussing special offers. Once the list is ready, the carer will ask the Service User for the monies needed. As soon as the carer has been given the money, he/she will issue a full receipt that the carer will ask the Service User to sign. The receipt is duplicated and the top copy is left with the Service User whilst the carer will keep the second copy (in the receipt book).

The carer must issue the first receipt before leaving the Service User's house – this receipt safeguards the Service User and the carer.

When the shopping is completed, the carer will always return to the Service User's home immediately. The carer will empty the items out of the shopping bags in front of the Service User and check that the correct items have been purchased. Once agreed, the carer will help the Service User to put the goods in the correct cupboard/fridge – priority always to be given to chilled and frozen food

The till receipt and change will be given to the Service User. The amount of change given will be agreed and then a second duplicated receipt will be issued and signed by the Service User. Once again, the top copy will be left with the Service User and the duplicated copy will be taken away by the carer.

The duplicated copies held by the carer will be delivered to QCL's office where they will be checked and archived for future reference is required.