



Kinderspitex Nordwestschweiz

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Telefon 0848 232 232



Nordwestschweiz

Dear families

In connection with our care assignments at home, we would like to give you some information and also tell you about our regulations as set out below. It is very important to us that we cooperate fully with you to the satisfaction of both sides.

What you can expect from us

We offer you a high standard professional care, depending on the "Bedarfsabklärung", the assessment of needs. We understand our work as a teamwork with you and we have to fulfil the regulations from the insurance companies. You can stop the assignment at any time, respecting our cancellation rules, see below.

What we need from you

We want you to plan the care together with us and if necessary with other involved professionals.

Getting in touch with us

You can get in touch with the person in charge by the central telephone number **0848 232 232**

MO-FR 8:00 – 20:00

SA-SO C will be checked and answered at 8:00 / 12:00 / 16:00 / 20:00

So please leave a message if you cannot reach us directly. Please leave your name and first name of your child. We call you back as soon as possible.

At all the other times, please contact your nearest Hospital or your doctor. In emergency, please call the ambulance **144**.

In order of cancellation between 20.00 and 08:00 in the morning, please send a sms to the nurse on duty. You will find her number on the "Personalienblatt", which we leave at your place.

Our Personnel

Only qualified nurses with many years of professional experience and regular on the job training work for us.

We will put together a team that will be responsible for the care of your child. We work according to the primary nursing model of care system. You will be informed at the start who your team leader is. The team leader is responsible for planning and is your first point of contact.

Our employees provide their services as defined by the needs assessment. They are not allowed to provide services outside those defined by the care assignment. Should additional needs arise from your point of view, exceptions can be made after consultation with the team leader who is in charge. If you have any questions, please feel free to contact the team leader.

Planning

Parents receive a current care plan about one month in advance, on which the individual visits are noted.

The relevant care plan also specifies the allotted times and these are generally binding for all parties involved.

Needs and requirements

We will look at your current specific needs with you when assessing your requirements. This forms the basis of our decision about what time we would arrange our care service visits as well as how long they would last. Please notify the team leader if you have special preferences regarding the time of our visit.

Care assignment

In principle, the length of the care visit begins from the moment our employee enters your home and ends with the moment she/he leaves it.

All our hours are carefully planned; we normally have to keep to the allotted time schedule. Help with ordering items, accompanying someone on a doctor's visit, consultation with other services, clarifying situations by telephone, etc. are also part of our working time, even if this work is not always done in your home.

A parent or another adult has to be on place at the beginning and at the end of our care visit. We are not allowed to leave the child alone.

Medical aids and safety laws

It is important for our staff that they can work in good conditions. Therefore we need safety equipment and medical aids (as Pflegebett, rutschfeste Unterlage; Nursing bed, non-slip pad etc.). We will help you to organise this if needed.

Documentation

The patient documentation is an essential tool for the employees of the Children's Domiciliary Care Service (Kinderspitem). The documentation records the planning and monitoring of the care and reports how the care is going. Every carer must look at the documentation at the beginning of their visit and inform herself/himself about the current situation. The documentation will also be kept up to date by the caregiver whilst they are with you. At the end of the care assignment, time will be reserved so that the employee can sit quietly and record her/his entries. Of course, you will always have access to the documentation.

Data protection

Protecting sensitive information about your child is very important to us. Nevertheless, we rely on working together with other services and doctors involved and being able to exchange relevant data with them. This happens in the interest of good care and support. All employees of the Children's Domiciliary Care Service are bound to secrecy under data protection laws. E-mails are sent via HIN (Health Info Net = secure transfer of information).

Brothers and sisters

If parents or relatives leave the home, underage siblings cannot be supervised. In emergency situations, their care is not guaranteed. The professional liability insurance of the Children's Domiciliary Care Service only assumes liability for the child entrusted to their care.

Finances

The Children's Domiciliary Care Service is financed by the disability insurance (IV) and the health insurance. Our assignments always require a medical prescription. Medical examinations and consultative discussions are also part of the benefits that are insured and they will be invoiced. Written commitment to cover costs is required in order to be sure that the services of The Children's Domiciliary Care Service Northwest Switzerland will be paid for. The Children's Domiciliary Care Service will obtain this commitment for you. Generally, all benefits are paid for by the health insurance and / or disability insurance. The parents as policyholders or as clients remain responsible for the care provided.

When we ask for the commitment we will see if there are costs that are not covered by the insurance companies and we will clarify the situation with you. We are committed to ensuring that all needs-based costs are met. The tariffs for our services are published on our tariff sheet. We would ask you to inform us about upcoming disability insurance (IV) checks at your home. The team leader can then attend, participate in the clarification and provide you with support.

All services provided by the Children's Domiciliary Care Service will be invoiced directly to the relevant insurance provider (disability insurance, health insurance). You will receive a copy of any bill that is sent to the health insurance. If you want to have a copy of the bill for the IV (Invalidenversicherung; Disability insurance), please contact us under info@spitexkinder.ch.

If a care visit could not be made or is cancelled at short notice, the parents will be charged if they have not given notice at least 24 hours in advance (emergency situations and emergency hospitalizations are excluded). Please cancel any care visits by phone. If the team leader is not available, please contact the central number and leave a message on the Combox. Cancellations via SMS or WhatsApp are not valid because depending on the situation they cannot be read by the person in charge. The costs thus incurred will be fully borne by the client and cannot be charged either to the disability insurance or to the health insurance.

Night duty

The caregiver who comes to take care of your child during the night will always come and introduce herself/himself beforehand. It takes a bit of adjustment for you having somebody you don't know staying in your home overnight in order to care for your child so that you can sleep undisturbed. As the carer on night duty is not allowed to sleep, certain conditions must be met at their place of work:

- The child to be cared for should sleep in a separate room, which means not in the same room as the parents or other persons.
- There must be a comfortable chair ready for the night watch.
- The night duty carer requires a lamp that is sufficient to read by etc. and which can remain switched on all night.
- In addition to carrying out the tasks involved with your child's care, the night duty carer must be able to boil water for tea (which she/he brings along) and also move around the home.
- The carer must be able to get some fresh air, either by standing at a window or being able to go out on a balcony.

During this time, the night duty carer must be able to hear the child or the alarm. If the caregiver is outside the child's bedroom and the door is open, there is a possibility that you may also hear the alarm if it goes off. However, the carer will take care of the child as quickly as possible, so you do not have to get up.

In case of problems or a sudden deterioration in your child's health, the carer will wake you and inform you about the situation.

The above information also applies to long assignments over the course of many hours and days. The carer must have the opportunity to drink and eat something. The carer is responsible for bringing her/his own meals.

Education and peer

We are educating nurses and members of other professions. So therefore, it can happen that another person will accompany the nurse. This can also happen on behalf of our quality development system. There we let the nurses work in peers to get a professional feedback.

Complains and Feedback

We are very interested in providing a high standard professional care. If there is anything that concerns you, please don't hesitate to contact our "Qualitätsverantwortliche", Miss Regula Buder, tel 079 658 89 96.

Giving notice

The assignments are automatically terminated with the end of our agreement. You can however give notice to terminate our services unilaterally at any time; please give at least 5 days notice in writing.

In the case of misunderstanding or problems, the parents can contact the team manager. We are also happy to receive feedback and suggestions at any time.

We thank you for your understanding and look forward to a good cooperation with you.
Office of the Children's Domiciliary Care Service Northwest Switzerland (Kinderspitem NWCH))