

STATEMENT OF PURPOSE PERSONAL CARE SERVICES

This document sets out the Statement of Purpose for Care Quality Care Ltd Services and its operation as a Personal Care Agency for children, young adults and adults services.



The Care Quality Care Ltd Statement of Purpose provides a range of information for a wide audience including:

- Care Quality Care Ltd staff
- Children, young adults and adults, their families or carers – who use the services
- Local authorities and children’s trusts who commission the services
- Colleagues from other social care agencies
- The general public

This Statement of Purpose is available in other formats as required (e.g. large print).

The Statement of Purpose is reviewed annually and updated as required.

Our Statement of Purpose aims to meet the requirements of:

- The Health and Social Care Act 2008
- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- The Health and Social Care Act 2008 (Regulated Activities) (Amended) Regulations 2015
- The Care Quality Commission (Registration) Regulations 2009
- The Care Quality Commission (Registration) and (Additional Functions) and Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2012 (Amendment to Parts 4 & 5)
- Care Quality Commission (Registration and Membership) (Amendment) Regulations 2012



For further information about **Care Quality Care Ltd** please visit our website:

www.carequalitycare.co.uk



Care Quality Care Ltd is a Domiciliary Care operating from:

Block A, Unit 5
Lakesview Business Park,
Sparrow Way, Hersden,
Canterbury, Kent,
CT3 4AL

T: 08000 025124

Statement of Purpose

Personal Care Services



1. AIMS AND OBJECTIVES

Care Quality Care Ltd aims to provide special needs children, young adult and adults* with person centered service planning, and a quality personal care service to enable them to live ordinary lives promoting their independence and equality.

Services are provided working in partnership with children, young adult and adults, their families and other professionals, in a flexible and holistic way to meet the complex and ordinary care needs of children, young adult and adults.

Children, young adult and adults receive a service that respects their individuality and dignity, recognises their right to access social and educational opportunities in the community and achieve the best outcomes in life whilst supporting their families and carers.

2. SERVICES PROVIDED

Care Quality Care Ltd provides services for children from 0-18 years old young adults up to the age of 25 years old, and for adults aged 65+ with a range of disabilities, including learning disabilities, autistic spectrum disorders, sensory impairment, and physical disabilities.

We also provide Family Support Services, which are not necessarily regulated under HSCA 2008, for both disabled and non-disabled patients, including siblings. These include activity groups, befriending, assisting patients to take part in community activities, and supporting relatives in the care of children, young adult and adults.

PERSONAL CARE

Care Quality Care Ltd staff will provide assistance in a child, young adult and or adult person's home.

- Assistance may include washing/bathing, toileting, dressing and feeding
- Day care and sitting services for family/carers
- Befriending and social activities for children, young adults and adults
- Life skills training for young people in their transition to adulthood
- Access to education support – tutoring – homework
- Transport
- Support to carers away from home on family holidays (in partnership with other agencies)
- Care Quality Care Ltd is also developing a partnership with Foster Care Associates to provide a Short Break Service for clients with foster carers.

Care Quality Care Ltd aims to provide a consistent identified member of staff to undertaking these services who will promote the child/young adult/adult person's independence and development whilst respecting their opportunity for choice, dignity and privacy.

Each child/ young person is provided with a full-service package to meet their individual needs.

HOURS OF OPERATION

The hours of operation for provision of service will depend upon the assessed needs and time of day that services are required e.g. assistance early morning, evening social activities. The main service provision will take place between 9am and 5pm, and services will be provided

outside of these times if required with out of hours support for staff provided by telephone contact.

Office Hours: **08000 025124**

Out of Hours: **+447572 452359**

3. ACCESS TO CARE

QUALITY CARE LTD

Enquiries for **Care Quality Care Ltd** Services can be made by Local Authorities, parents or carers and other service providers.

Key information will be gathered at the time of enquiry and an outline of the services required

- We will provide service information and costs either by email or post.
- We will confirm the availability of the services and will arrange for a member of staff to meet the **child, young adult and adults** or their family at home. We will undertake a service and safety assessment with the **child, young adult and adults** and their family.
- In consultation with the **child, young adult and adults**, their family/carer(s) and social worker, a family service plan detailing the personal and other care needs will be drawn up. The service plan and safety assessment will be reviewed and amended as necessary, at least once every three months.
- Care Quality Care Ltd will actively canvas feedback from both children, young adult and adults and their families as part of the review process to ensure the quality of service and to gather their views and ideas on improvement and development of the service.
- Basic records will be maintained by Care Quality Care Ltd. At the commencement of service children, young adult and adults and their families will be informed of their right to access their records as well as the Representation and Complaints Procedure which is outlined below in section 10.

4. THE REGISTERED PROVIDER IS CARE QUALITY CARE, A LIMITED COMPANY

The responsible person is **Faith O'Brien, Director and Registered Manager.**

Care Quality Care Ltd,

Block A Unit 5, Lakesview Business Park, Sparrow Way, Hersden, Canterbury, Kent, CT3 4AL

T: +447572 452359

E: faith@carequalitycare.com

QUALIFICATIONS AND EXPERIENCE

Mrs. Faith O'Brien, (Dip RGN)

A seasoned healthcare nursing professional with demonstrable operational, tactical, strategic level experience and considerable success in leading teams in multifaceted health care environments.

She has substantial experience of working for the NHS and spent seven years managing a hospital in the Middle East.

More recently, 7 years working in the field of Endoscopy and Bowel Cancer Screening in the private sector leading a team and 2 years in practical field in the endoscopy room mentoring staff and ensuring policy compliance within the department.

Setting up Care Quality Care Limited has been a long-term ambition of mine. To be able to work and drive through my standards and expectations of supported living care in alignment with the Care Quality Commission UK.

5. REGISTERED MANAGER IS:

Faith O'Brien, (Dip RGN)

QUALIFICATIONS AND EXPERIENCE

Faith has over 30 years' experience of working with people.

Since qualifying, **Faith** has worked as a manager in a **hospital in the middle east** and has a wide range of experience working with people with a range of physical and learning disabilities and complex needs, and of supporting them and their families to achieve their aspirations.

Faith has experience in assuring the quality of these services and ensuring that services are accessible to people and their families. She has the ability to assess need and identify appropriate/specific support plans for people, reviewing service delivery on a regular basis to ensure needs are met.

6. STAFF RECRUITMENT AND TRAINING

On appointment CareQualityCare Ltd staff receive a comprehensive induction programme, including:

- Personal Care
- Health and Safety
- First Aid
- Safeguarding (renewed at least every three years)
- **Advanced Dementia Care**

All our staff receive further training accompanied by a detailed company handbook on our safeguarding policies, code of conduct, professional guidance and general information. Staff then complete the Children's Workforce Development Council Induction Standards.

Staff receive on-going training (see below) and regular formal supervision from their line manager. In addition to specific training in relation to the provision of personal care, courses available to all staff include:

- Disability Awareness
- Understanding **Dementia**
- Communicating with Young People

- Non-violent Crisis Intervention
- Recording
- Risk Assessment (included in Health and Safety)
- Administration of Medication
- Clinical Procedures
- Moving and Handling

All Care Quality Care Ltd are issued with an ID card, and have appropriate vehicles for transport which are covered by comprehensive vehicle business insurance.

Care Quality Care Ltd employed staff have the opportunity to become qualified (as a minimum) to Level 2 (NVQ or Health and Social Care Diploma)

7. SAFEGUARDING CHILDREN, YOUNG ADULT AND ADULT PEOPLE - KEY POLICIES AND PROCEDURES

Care Quality Care Ltd staff have a duty to secure the safety and welfare of all **children, young adult and adults.** Should a member of staff have concerns about a child, **young adult and adult's** wellbeing, they will discuss these initially with the **child, young adult and adult's** parent/carer, whenever appropriate. In all such cases the concerns will be reported to the Registered Manager in line with the safeguarding policy and procedure, and a referral will be made to the relevant local authority as required.

RECRUITMENT POLICY AND PROCEDURE

All Care Quality Care Ltd staff are subject to a robust recruitment and selection process. Prior to employment prospective employees must provide information in line with the requirements of Regulation 21 and Schedule 3 of the Health and Social Care Act (Regulated Activities) Regulations 2010, and undertake an 'enhanced' DBS disclosure, which is renewed every three years.

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Personal Care Services

SAFE WORKING PRACTICE

Care Quality Care Ltd have a range of policies and procedures for staff which detail safe working practices e.g. health and safety at work, intimate care, administration of medication, moving and handling.

DATA PROTECTION AND RECORD KEEPING

Policies and Procedures are in place to ensure that staff understand their responsibilities to maintain records, and to include child, young adult and adults in the recording process. Confidentiality and protection of data, e.g. safe storage of records and data held, is taken very seriously. Information will only be shared with other agencies with the agreement of the child, young adult and adults and/or family, unless there is an overriding concern about significant harm to a child, young adult and adults, as detailed in government guidance on Information Sharing.

8. INSURANCE

Care Quality Care Ltd has a range of insurances in place to cover all aspects of its work. This includes:

- Public Liability £10,000,000 Limit of Indemnity to any one claim
- Employers Liability £10,000,000 Limit of Indemnity to any one claim
- Professional Indemnity £5,000,000 Any one incident and in aggregate in any one period of insurance
- Additionally, insurances are in place for all offices, equipment and vehicles

9. QUALITY ASSURANCE

Care Quality Care Ltd will conduct regular review meetings with **children, young adult and adults**, their families and service commissioners by using questionnaires, informal discussion and other appropriate forms of communication. This information will be used as part of an annual report of the service.

Care Quality Care Ltd has a dedicated Quality Assurance and Service Improvement Manager, who has an oversight of all policies and procedures, and their effective implementation.

Care Quality Care Ltd abides by the Codes of Practice for social care workers and employers of social care workers.

10. COMPLAINTS PROCEDURE

Our Representations and Complaints Procedure places an emphasis on resolving complaints at a local level, i.e. Stage 1 Informal Problem Solving. Records of investigations and the outcome of complaints resolved informally are held by the Registered Manager and are collated to inform service improvement.

Stage 2 complaints are those where resolution at Stage 1 has not been possible or where a complainant has elected to invoke Stage 2 of the procedure direct. Complaints of this nature are dealt with through the Care Quality Care Ltd Complaints Manager. Investigators, who are independent of the management of the service, are appointed to carry out formal investigations.

The **Care Quality Care Ltd** Representations and Complaints Procedure has scope for a complainant, if dissatisfied by the response received at Stage 2, to request that the matter be referred to a Complaints Review Panel comprising the Chief Executive or other Executive Director, another Director and a person with relevant background experience who is independent of **Care Quality Care Ltd**.

All children/young **adult/adult** people and their family/carers are informed of the Representations and Complaints Procedure on commencement of the service, within the service guide. This enables them to contact the Complaints Manager directly if they wish by post or by email to **enquiries@carequalitycare.co.uk**.

All staff and commissioning Local Authorities/Trusts are provided with information about **Care Quality Care Ltd** Representations and Complaints Procedure.

Complainants are also entitled to contact the Care Quality Commission to inform the Commission of concerns they may have regarding the carrying on of the service to the:

Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA
E: enquiries@cqc.org.uk
Care Quality Commission general advice line: 03000 616161

Care Quality Care Ltd Complaints Manager
Block A Unit 5, Lakesview Business Park, Sparrow Way, Hersden, Canterbury, Kent CT3 4AL
[E: enquiries@carequalitycare.co.uk](mailto:enquiries@carequalitycare.co.uk)
Tel: 08000 025124



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