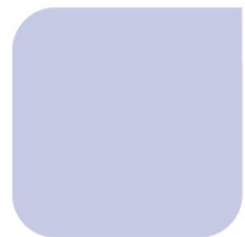


# HOME CARE SOLUTIONS

## Statement of Purpose

### Oxford Office



*Making a difference*

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**Document updated June 2009**

# Introduction

This Statement of Purpose is designed to provide details about the services Home Care Solutions provides from its Oxford office. Availability of a Statement of Purpose is also a requirement of the Domiciliary Care Agencies regulations 2002. An appraisal of the document forms part of the regular on-site inspection carried out by the Care Quality Commission (formerly CSCI).

The last regular inspection by the Care Quality Commission was on the 10th of September 2008. The Oxford office was awarded a 2 star 'Good' rating. Home Care Solutions regularly reviews its services and operates a policy of continuous improvement. As part of our commitment to developing our services for the direct benefit of our clients this Statement of Purpose is reviewed annually.

Although this document provides an outline of the services provided by Home Care Solutions it is not intended to be a definitive guide. Further information about the company and its services is available on the website or by contacting the company direct. Full contact details can be found at the rear of this document.

## Our Service User Charter

Home Care Solutions provides a full range of home care services to the elderly and to people who need help and support at home because of illness or disability. Our aim is to support clients' continued independence in their own home and to help them enjoy a high quality of life. The company is committed to providing a quality service and quality care to all its clients.

We therefore guarantee that we will:

- Provide a quality service in accordance with our Operational Policies and Procedures and the requirements of the Care Quality Commission.
- Recruit and check staff to the strictest standards to ensure they are people who really care and who are polite and respectful to clients.
- Train our staff so they have the skills and knowledge to deliver an excellent service.
- Listen to our clients' views and always try to develop and improve our services to meet individuals' wishes.
- Respect clients' personal, religious and cultural needs.
- Respect clients' dignity and deliver services in a friendly and sensitive manner.
- Provide clients with person-centred assessments and make sure their care needs are formally reviewed at least once each year.
- Maintain services to the highest standards.
- Always put the client first.

# Person-Centred Care Plans

When Home Care Solutions is approached to provide home care services we undertake a detailed Needs & Risks Assessment in preparation for a comprehensive Person-Centred Care Plan. This tailored package of care is agreed with the individual and with all stakeholders, including family and relevant health professionals. It is very carefully structured to meet the needs of the individual to provide an exceptional level of personal care.

The care plan includes a full and detailed description of the individual's needs, preferences and requirements. It includes a comprehensive risk assessment and any applicable risk management plan. It also features detailed notes about individual health care needs, medication, preferred health care professionals and details of any therapeutic or day care services that the individual currently receives.

Every client is allocated a regular carer. We also aim to introduce the client to two additional members of our care team who will provide cover for the regular carer during holidays and sickness. This ensures that the client becomes familiar with them and it also ensures that the client's care plan is accessible and understood so they always receive the same high quality service. The primary areas of care provided by our staff can include:

- Morning and night-time bed assistance
- Help with washing, bathing, toileting and other personal care
- Medication support and help with everyday living
- Laundry, cleaning and other household chores
- Preparation of meals
- Shopping, escorted visits and companionship
- Collection of pension and prescriptions, etc
- Waking or sleeping night service
- Full or part-time live-in support

## Communication

Each individual's care plan provides details about their sight, hearing and speech. This enables staff to tailor their approach to the individual to take account of their abilities in this respect. Where appropriate, information can be made available as follows:

- Large print
- Braille
- Audio tape
- Symbol / pictorial-based

## Cultural & Religious Considerations

Each individual's cultural and religious preferences are written into their care plan. This ensures that staff make allowance for any such considerations during the individual's daily routine. We can also support the individual in attending religious services if required.

# About Home Care Solutions

Home Care Solutions is a private limited company. Our Head Office is in St. Neots, Cambridgeshire.

The company was established to provide high quality home care services to the elderly and to people of all ages who need help and support at home because of illness or disability.

The company currently has six regional branches: Bedford, Luton, Oxford, Milton Keynes, Peterborough and Newark. The responsible individual is our Managing Director, Mark Constant, who is licensed by the Care Quality Commission (formerly the Commission for Social Care Inspection).

Mark Constant has over 20 years' experience in commercial management, 14 of which have been within the social care sector. His qualifications include a Masters Degree in Business Administration, NVQ level 5 in Management and a Diploma in Management Studies. Mark is a Member of the Chartered Institute of Marketing and is also a member of Ceretas; the professional association dedicated to individuals working in Home Care.

Home Care Solutions is part of Care Solutions Group. Other companies within the Group include Community Care Solutions, which provides Residential services for adults with learning disabilities, and Social Care Solutions, which provides high quality Supported Living schemes for adults who have learning disabilities and Outreach services for people of all ages.

## Management & Staff

The **Registered Provider** is Home Care Solutions Ltd.

The **Responsible Individual**, approved by the Care Quality Commission, is Mark Constant, who is the Managing Director of Home Care Solutions Ltd.

The **Branch Manager** is Kay Baldwin. Kay has worked in the care sector since 1989 and joined Home Care Solutions in 2006. She is currently working towards her NVQ 4 qualification and is also applying to the Care Quality Commission to become the Registered Manager. Kay is supported by a Regional Service Manager, a Care Coordinator, a Field Supervisor and a team of Home Care Assistants.

The team at Oxford is supported by a group of professionals at the company's head office that includes:

- Operations Director, who oversees all aspects of the provision of care services.
- Regional Service Manager, who directly supports the Branch Manager.
- Quality & Compliance Officer, who ensures that statutory requirements are met and procedures followed.
- Service Development Manager, who supports the expansion of the company's services.
- Human Resources team, who support the staff based at the branch.
- Recruitment team, who ensure the services are fully staffed with high calibre employees.
- Training Officers, who ensure staff are fully inducted and trained in all disciplines.
- Communication Officer, who assists staff and clients with communication tools.

## Recruitment & Training

Home Care Solutions recruits high calibre staff who are motivated and committed to providing high quality care and support to our clients. Each potential employee undergoes a rigorous interviewing process and checking procedure that includes enhanced CRB and POVA checks.

It is very important to us that clients are happy with our staff. Part of the criteria for choosing staff is that they are friendly, kind, considerate, patient and caring in nature.

All staff undergo a Skills for Care approved seven-day induction and training programme. This training includes:

- Manual Handling
- First Aid
- Food Hygiene
- Care Principles
- Protection of Vulnerable Adults
- Health & Safety

Upon successfully completing their induction training, staff then spend three days' shadowing with a supervisor before undertaking their duties as a Care Assistant. The company's Training Officers ensure that all staff receive at least five days' additional training each year and we support staff to study for their NVQ2 and NVQ3 qualifications and reward their attainment.

## Our Aims & Objectives

- To always put the Service User first by providing services with a person-centred approach.
- To provide excellent personal care and practical assistance with essential or useful tasks in order to help maintain people safely in their own homes and in the community, as independently as possible.
- To recognise, properly assess and endeavour to meet, achievable expectations and desired outcomes for individuals with their care delivery.
- To ensure all clients' needs are met with full understanding of, and adherence to, their religious, cultural and ethnic requirements, and lifestyle preferences.
- To ensure clients have complete confidence and trust in the care we provide and the services we offer.
- To respect the human rights of clients, including: rights of personal freedom; choice in daily living; dignity and self-respect; independence; privacy and the exercise of free will.
- To provide 24 hour support to clients and employees ensuring that the service is constantly supported and maintained in a professional manner.
- To offer at all times a service that is responsive to individual needs, taking into consideration clients' quality of life and personal choice.

- To ensure the highest possible standards of staff recruitment and selection procedures at all times.
- To train employees to further develop their professional care skills.
- To work smoothly in conjunction with other health and care professionals in the delivery of care.

## Quality Assurance

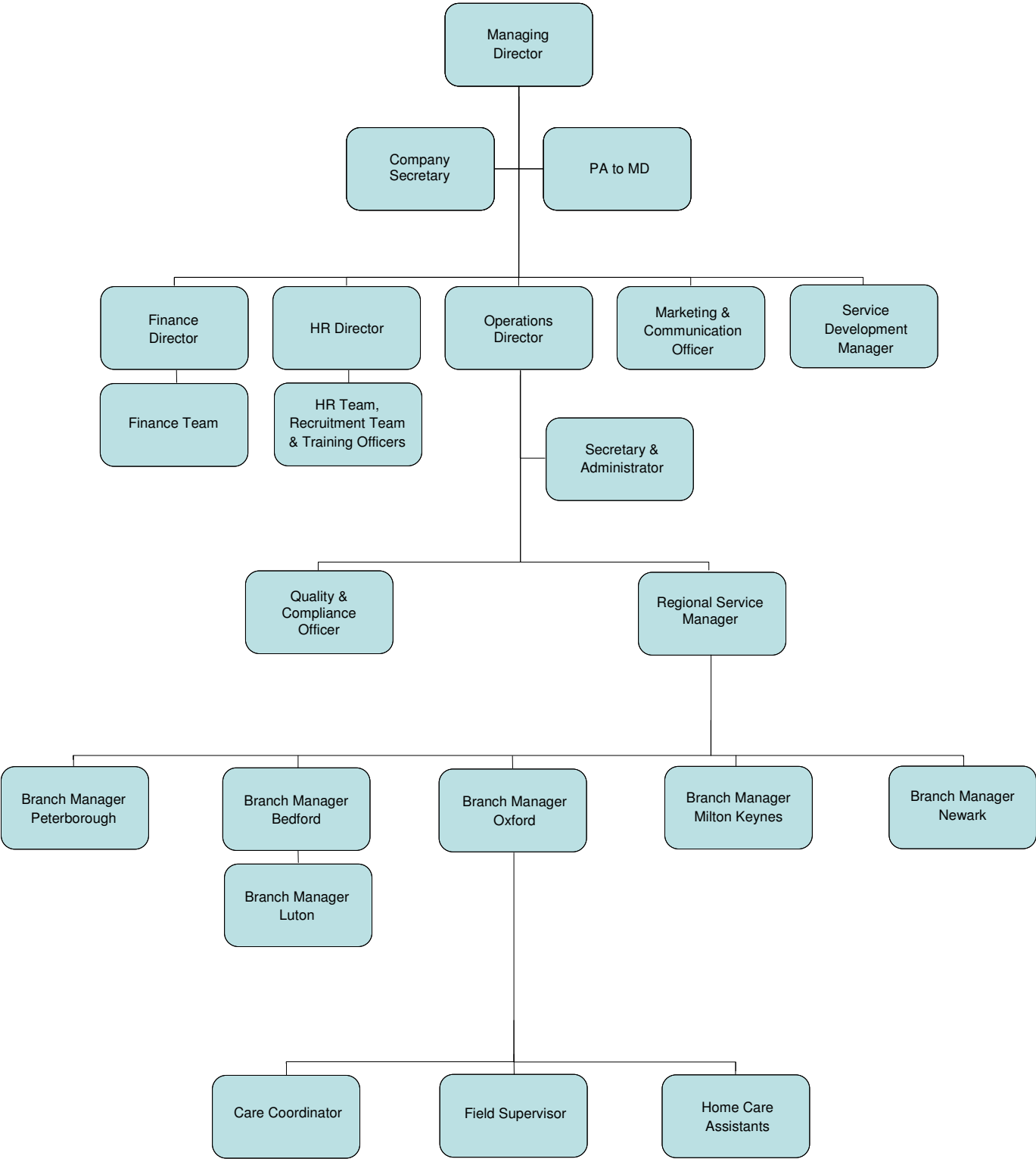
Home Care Solutions is committed to maintaining and improving the quality of its service. Clients are actively encouraged to contribute their opinions and suggestions about all aspects of their care. They can do this during a regular visit by their designated Care Assistant or Field Supervisor, or via the regular Quality Assurance surveys.

The Quality & Compliance Officer conducts a comprehensive annual Quality Assurance programme that includes sending questionnaires to clients, Social Services and staff. The results are published in an annual report that is sent to all clients and to the Care Quality Commission.

## Data Protection & Confidentiality

Home Care Solutions respects the rights of its clients to have all their personal information treated with the utmost confidentiality. We comply with the Data Protection Act and have a confidentiality policy which states that information pertaining to a client will only be shared with other professionals concerned with the provision of care to that individual. Where it is necessary for information is to be shared outside a client's network of care providers express permission will first be sought from the client or their advocate.

# Organisation Structure



# Compliments & Complaints

## Compliments

The good work of our care team often goes unnoticed on a day-to-day basis, so where a client or family member feels a compliment is warranted we welcome this as a positive way of recognising individual performance.

## Complaints

Home Care Solutions has a Complaints Policy and a Protection of Vulnerable Adults Policy, both of which are accessible upon request.

Clients can make a complaint verbally or in writing and all such complaints are entered into a Complaints Log. In response to a complaint a letter will be issued to the complainant within three working days acknowledging the complaint and setting out the procedure to be followed in resolution of the complaint.

A Field Supervisor, or more senior member of staff if appropriate, will review the complaint and take appropriate interim action. This may include suspension or withdrawal of care staff from working with the complainant until the complaint has been resolved. Our policy is to resolve all complaints to a satisfactory conclusion within 14 days of the complaint being received. The complainant, and other interested parties as appropriate, will be fully involved in the successful resolution of the complaint.

Instances of serious complaint are extremely rare. We operate a rigorous policy to protect individuals where any such complaint occurs. A serious complaint, including an allegation of physical, sexual, psychological or financial abuse will follow the POVA policy and will involve all necessary authorities. The Care Quality Commission will always be informed of any serious complaint and will be kept informed about the resulting investigation.

Home Care Solutions operates a 'whistle blowing' policy to protect staff who wish to bring to the attention of the management team any witnessed form of neglect or abuse, or practices which they feel are not in keeping with the terms of our Service User Charter or Mission Statement.

Where any counselling or other support is required, either during or following an investigation and irrespective of which party that support is for, appropriate professional counselling or support will be sought.

# Referrals

Anyone who requires help and support at home can apply to receive the services of Home Care Solutions. With the introduction of Self-Directed Support and Direct Payments, individuals access our services either directly or as a result of recommendation by the relevant local authority.

Home Care Solutions is approved by many local authorities, including Oxfordshire County Council, as a provider of quality, reliable home care services.

## Contact Details

### Home Care Solutions

Oxford Office  
Suite 14, 3rd floor  
Elms Court  
Oxford  
OX2 9LP

Tel: 01865 256040  
Fax: 01865 256030

### Home Care Solutions

Head Office  
Brook House  
Brook Street  
St Neots  
PE19 2BP

Tel: 01480 223650  
Fax: 01480 223651  
info@homecare-solutions.com  
www.homecare-solutions.com

### Branch Manager

Kay Baldwin

### Regional Service Manager

Giovanna Grieco

### Operations Director

Trish Crowsley

### Quality & Compliance Officer

Sally Chapman

### Managing Director (and Responsible Individual)

Mark Constant



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