

1. STATEMENT OF PURPOSE

The following document comprises the Statement of Purpose of Help and Company at Home Ltd, in full accordance with Standard 1 of the National Minimum Standards for Domiciliary Care and Regulation 4 and 5 (and Schedule 1) of The Domiciliary Care Agencies Regulations 2002.

2. VISION

To be recognised as a leading provider of high quality care to older people and people with disabilities (or those in need of help for other reasons) when they need social service. This will be achieved through our mission statement which is “To consistently provide our clients and service users with the highest quality service and care”.

3. AIMS AND OBJECTIVES

- 3.1. to promote the welfare of all clients through our service;
- 3.2. to provide personal care and practical assistance with essential or useful tasks to help maintain people safely in their own homes and in the community, as independently as possible;
- 3.3. to ensure all clients’ needs are met with full understanding of, and adherence to, their religious, cultural and ethnic requirements, and lifestyle preferences;
- 3.4. to ensure clients have complete confidence and trust in the care we provide and the services we offer;
- 3.5. to respect the human rights of clients; rights of personal freedom, choice in daily living, dignity and self-respect, independence, privacy and the exercise of free will;
- 3.6. to provide 24-hour backup to clients and employees ensuring that the service is constantly supported and maintained in a professional manner;
- 3.7. to offer always a service that is responsive to individual needs, taking into consideration the service users’ quality of life and personal choice;
- 3.8. to ensure the highest possible standards of staff recruitment and selection procedures always;
- 3.9. to train employees to further develop their professional care skills, with the aim of improving their care provision to all clients and service users and
- 3.10. to work smoothly in conjunction with other health and care professionals in the delivery of care.

4. ETHOS AND PHILOSOPHY

Help and Company believes that the following statements best describe the values within which we seek to **operate daily**.

We believe that each client in our care has the fundamental right to:

- 4.1. be regarded as an individual and given our special attention;
- 4.2. be cared for by people who can understand their needs and who are competent to meet those needs;
- 4.3. be treated equally, and no less favourably than others;
- 4.4. receive respect and understanding regarding their cultural, religious and spiritual beliefs;
- 4.5. receive prompt attention in relation to all their healthcare needs;
- 4.6. be safe, feel loved and always know that “someone cares”;
- 4.7. be informed about all important decisions that affect them, and to have a say;
- 4.8. be afforded privacy for themselves and their belongings;
- 4.9. have the opportunity to think independently, and make their own choices and;
- 4.10. to complain about anything they feel is unfair or unjust, and to have that complaint listened and responded to.

5. OUR AGENCY is Help and Company at Home Ltd (Help and Company) – a limited company with its Registered Office at Parthings Farm, Parthings Lane, Tower Hill, Horsham, West Sussex, RH13 0JS.

6. OUR LOCATION is Parthings Farm, Parthings Lane, Tower Hill, Horsham, West Sussex, RH13 0JS.

7. THE REGISTERED PROVIDER is Help and Company at Home Ltd at Parthings Farm, Parthings Lane, Tower Hill, Horsham, West Sussex, RH13 0JS.

8. RESPONSIBLE INDIVIDUAL & REGISTERED MANAGER is Mrs Helen Shepherd who is a Director of Help and Company. Helen is responsible for ensuring the company delivers all services and operates in accordance with the Domiciliary Care National Minimum Standards and all other areas of legislation concerning delivery of care in the care sector.

Helen has many years of experience within Social Care, the last 10 of which have been in the provision of Domiciliary Care Services. She has knowledge of the needs for flexible packages of care and is aware of the need to maximise statutory resources, whilst striving to maintain delivery of a quality personal service.

9. CARE STAFF QUALIFICATIONS

Our staff are all fully inducted and undertake an Induction Training programme of three days, during which they work through several areas. They also shadow an experienced carer. As our staff become more involved in more complex care packages their training will be increased for them to professionally and safely deliver high quality services. Care Staff will undertake Manual Handling and Moving Training, First Aid, Food Hygiene Training, Health and Safety Training, etc.

Refresher/update training is delivered through a quarterly training matrix.

All Staff are encouraged to progress towards their NVQ 2 in care.

Staff training is also complimented by a high level of field support, spot checking reviews, supervision and appraisals with refresher training and additional support delivered on an ongoing basis.

Our staff work to detailed and thorough work procedures set out in the Staff Handbook and Code of Practice Manual.

10.MANAGEMENT AND QUALITY CONTROL

Help and Company has a well organised and professional structure with day to day operational matters being the responsibility of Helen Shepherd.

Quality control and auditing is performed to a rigorous programme also under the control of Helen Shepherd.

11.THE SERVICES WE PROVIDE

Help and Company provides a range of services to people living in the community. Our key focus is to support independence and rehabilitation of service users, enabling greater levels of independence, choice and community living as a result.

Help and Company provides a range of services across several areas including, but not limited to, the support and care of older people in their own homes. This care service is provided through Local Authority referrals and directly to individuals, on a private basis, or funded by Social Services.

11.1. Our provision of Older People Services includes areas such as:

11.1.1. Dementia care service

11.1.2. Domiciliary tasks

11.1.3. Hospital Visiting Service

11.1.4. Pension collection

11.1.5. Personal care and help with bathing, toileting, dressing etc.

11.1.6. Preparation of meals or snacks

11.1.7. Shopping

11.1.8. Sitting service

11.1.9. Waking or sleeping night service

12. OUR COMPLAINTS PROCEDURE

Help and Company acknowledges the right of, and encourages, every client to express their views of the quality and standard of service they receive, whether they are expressed as a complaint, compliment or suggestion. These opinions are helpful ways of improving the standard and quality of service provided.

All complaints received either verbally or in writing are entered into a Complaints Log which details:

12.1. Date of the complaint.

12.2. Name and address of the customer/service user.

12.3. The nature of the complaint.

12.4. Name of staff concerned.

We will deal with all complaints politely and all correspondence written by us concerning the complaint will be written in a conciliatory and helpful manner.

All complaints must be resolved to the satisfaction of the client, wherever possible. It is acknowledged, however, that this is not always possible.

All complaints will be dealt with through our formal complaints procedure, as set out below, unless an immediate remedy can be agreed and implemented between all involved in the complaint to the satisfaction of the complainant.

If not resolved, as above, (after being recorded in the Complaints Log), a letter will be sent to the complainant within 3 days, acknowledging the complaint and setting out the procedure to be followed.

If a member of staff is the subject of the complaint, they will be informed of its nature. The Complaint Form will be reviewed and, if interim measures are required, they will be implemented. Interim measures may include suspension or withdrawal of employees or care staff from working with the complainant until the complaint has been resolved.

Other employees may be asked to undertake investigations or take up the complaint with relevant parties as appropriate. The results of investigations will be recorded on the Complaints Form.

If investigations will take longer than five days a second letter will be sent detailing the actions carried out to date.

Within ten days of receiving the complaint an appropriate course of action should be decided upon, and a response sent to the complainant (and any other body or person involved in the complaint) within fourteen days of the complaint being received. This response will detail: -

12.5. the actions taken in response to the complaint,

12.6. the outcome of the investigations, the action taken to resolve the complaint,

12.7. its resolution or outcome

12.8. and what action the client can take if they remain dissatisfied with the action and outcome.

Should the action to resolve the complaint take longer than fourteen days the client will be advised of the timetable for resolution and a completion date, at which point a further letter including the above points will be sent as a concluding communication.



The Complaint Form and supporting paperwork relating to the complaint will be retained in a single file under the complainant's name, in a good order and in a secure manner. Files will be retained for a minimum of three years.

Where appropriate, or requested by any regulatory body, Help and Company will provide a summary of complaints, in addition to statutory requirements, and its own complaints procedure.

13. OUR INSURANCE COVER

We are insured through Towergate MIA under an insurance policy dedicated to the care sector. The policy is issued through Markel (UK) Ltd under policy number TDC000086. It is renewable on the 24th May of each year.

The relevant limits of liability are: -

Employer's Liability - £10,000,000

Public Liability - £10,000,000

Professional Indemnity - £2,000,000