

# **A Caring Company Ltd**



*Home is where the care is*

## **Statement of purpose**

Health and Social Care Act 2008

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Health and Social Care Act 2008

<b>Version</b>	2	<b>Reviewed</b>	14.07.2023
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## Service provider

*Full name, business address, telephone number and email address of the registered provider:*

<b>Name</b>	A Caring Company Ltd.
<b>Address line 1</b>	Market Chambers
<b>Address line 2</b>	10A High Street
<b>Town/city</b>	Toddington
<b>County</b>	Bedfordshire
<b>Post code</b>	LU5 6BY
<b>Email</b>	mail@acaringcompany.org
<b>Main telephone</b>	01525 877088

## **Aims and objectives**

### **Overall aim:**

**To provide excellent quality personal care for individuals in their own homes by achieving the aims and objectives set out below.**

1 Aim: To ensure that each service user, or those acting on their behalf, are involved in decision making about their care, fully consent to their care and if applicable are aware of the fees payable for their care. To ensure that care is person centred and focuses on the wellbeing of the people we care for in accordance with the Care Act 2014.

- Objectives:

- To involve each service user, or those acting on their behalf, in the assessment and care planning process in order to improve understanding of care and obtain consent.
- To provide a clear assessment document and a care plan signed by the Assessor and the service user, which will be left in the service user's home for their perusal.
- To provide written information about A Caring Company Ltd., the services offered and the fees charged if appropriate.
- To ensure a clear Service User Contract is provided and is signed by the Registered Manager and the service user, which details the responsibilities of A Caring Company Ltd and the service user.
- To ensure that care staff involve each service user in decision-making and keep them fully informed during care procedures.
- To encourage and promote independence and choice in relation to care.
- To ensure that risk enablement is facilitated to increase empowerment and advice given to minimise risks as appropriate.
- To ensure that each service user is treated in a dignified manner and their privacy is respected.
- To ensure that each service user, or their representative, are aware of how to complain if they are not satisfied with their care by ensuring that we are an accessible and fair service.

- Outcome:

- That service users, or their representatives, will act as partners in the care giving process by being optimally empowered, involved in their care and informed about all aspects of their care.

- Evaluation:

- To be evaluated through service user satisfaction surveys, audit of service user held records, supervision of care staff and staff appraisals.

2. Aim: To ensure that each service user receives care that is beneficial to them and appropriate to their needs, in a manner that is free from discrimination, embraces their diversity in accordance with the Equality Act 2010, and takes into account other health or social care services being used by the service user.

- Objectives:

- For the Registered Manager or an appropriately qualified deputy to perform a detailed assessment of need for each service user, taking into account all personal needs. This is to be undertaken with each service user and/or their representative's full input and the outcomes of the assessment signed as accurate by the service user on completion to encourage a person centred approach.
- To ensure full and accurate records incorporating a detailed plan of care are kept in the service user's home with basic details kept in the office for reference. Care plans are drawn up with the service user involvement to ensure a person centred approach.
- To ensure care staff have knowledge of the service user's needs, are following the plan of care and are giving care in accordance with Company Policies.
- To ensure care staff report any changes in needs as necessary and those changes are acted upon in an appropriate manner.
- To ensure care staff are adequately trained to carry out the care detailed in the care plan.
- To ensure all care given is accurately recorded by the care staff in the service user's home held records.
- To liaise with other health or social care agencies as appropriate, being mindful of service user confidentiality.
- For the Registered Manager or an appropriately qualified deputy to carry out evaluation and reassessment of care on a regular basis with full involvement of the service user.
- To ensure care staff are available to meet service user needs, that rotas are organised appropriately, and management systems are in place to ensure the smooth running of the Company and the efficient delivery of care.

- Outcome:

- That each service user benefits in a positive manner from the care delivered to them, and that the care delivered is dynamic and responsive to service user needs.

- Evaluation:

- To be evaluated through: service user satisfaction surveys to ensure care is accurate and appropriate for needs; liaison with staff, staff surveys and staff appraisals to ensure staff have all information necessary to carry out care; and regular audit of service user held records.
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3. Aim: To ensure that each service user has care given in a safe and reliable manner.

- Objectives:

- To optimally safeguard each service user from risk of abuse by ensuring that the Registered Manager and all care staff are trained in this area, are aware of the appropriate steps to take if abuse is suspected, and work in accordance with the Company Policy on Safeguarding.
- To ensure that each service user is optimally protected from the risk of acquired infection through care staff receiving adequate training in relation to infection control, and maintaining appropriate standards of hygiene whilst carrying out care in accordance with the Company Policy on Infection Control.
- To ensure that medication needs are met in an appropriate and safe manner through: accurate assessment, care planning and record keeping; appropriate staff training; and adherence by all care staff to the Company Policy on Medication Management.
- To ensure that a thorough risk assessment is carried out to identify and minimise any risks to the service user or care staff during care procedures, and to ensure that equipment in use is suitable, well maintained and that care staff are trained to use such equipment.
- To ensure all staff are aware of how to report an unforeseen accident or incident and adhere to the Company Policy on Accident and Incident Reporting.
- To ensure any changes in condition are reported without delay to by care staff to senior staff and to ensure senior staff deal with this appropriately and proportionately.

- Outcome: Each service user will receive safe and competent care that will be beneficial to them.

- Evaluation: To be evaluated through audit of service user held records, audit of accident, incident and near miss reports, audit of care staff training records, staff liaison and staff appraisals.

4. Aim: To ensure all staff are adequately checked, trained and supported in order that each service user may receive the highest standard of care

- Objectives:

- To carry out appropriate DBS checks and employment references prior to employment of all staff.
- To provide a full and high quality induction programme for care staff.
- To provide an ongoing training programme and support for care staff.
- To ensure the Registered Manager is appropriately trained and up to date.
- To provide opportunity for all care staff to undertake training in health and social care appropriate to their experience and position, e.g. Health and Social Care Diploma at appropriate level.

<ul style="list-style-type: none"> <li>○ To supervise care staff regularly during service user visits and provide regular staff meetings for feedback and support.</li> </ul>
<ul style="list-style-type: none"> <li>● Evaluation: <ul style="list-style-type: none"> <li>○ To be evaluated through staff appraisals, supervisory visits, training records and staff feedback.</li> </ul> </li> </ul>

<b>Legal status</b>	
<b>Incorporated organisation</b>	<input checked="" type="checkbox"/>
<b>Company number</b>	7385069

<b>Regulated activity 1</b>	Personal Care
<b>Services</b>	<p>A Caring Company Ltd. provides personal care to service users who cannot independently meet their own activities of daily living.</p> <p>Services offered include a detailed assessment of personal care needs carried out by the Registered Manager who holds BSc (Hons) in Specialist Nursing Practice in the Community, Diploma in Palliative Care and Elderly Care qualifications, or an appropriately qualified deputy.</p> <p>Care offered following assessment centres around all activities of daily living. This includes:- assistance with hygiene and toileting, meal preparation or eating and drinking; taking medication; getting up and/or going to bed, shopping and light housework and companionship as required.</p>
<b>Location</b>	
<b>Name of location</b>	A Caring Company Ltd.
<b>Address line 1</b>	Market Chambers
<b>Address line 2</b>	10A High Street
<b>Address line 3</b>	Toddington
<b>Address line 4</b>	Bedfordshire
<b>Address line 5</b>	LU5 6BY

<b>Brief description of location</b>	The location is a first floor office suite comprising four rooms plus toilet facilities and kitchenette The location will be used as the office premises of a domiciliary care agency. It will be used for administration, care staff training and care staff meetings.
<b>Name and contact details of registered manager(s)</b>	<b>Registered manager</b>
	<b>Full name:</b> Loretta O'Brien
	<b>Contact details:</b>
	Business address: A Caring Company Ltd. Market Chambers 10A High Street Toddington Bedfordshire LU5 6BY
	Telephone: 01525 877088
	Email: mail@acaringcompany.org

Reviewed by: Loretta O'Brien	Reviewed on: 11.02.2024
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