

Statement Of Purpose

If you would like to receive this document in large print then please contact our office for further information.

- To concentrate on Service Users. To make sure we promote positive outcomes for our Service Users, we aim to provide personal care and support in ways which will fully involve them. We aim to enable people to choose how they want to live their lives by providing specific person focused care packages. Care plans formulated, will promote individuality, independence, wellbeing, dignity and quality of life. We will always aim to be aware and reactive to the diversity of our local communities.
- To work for the complete dignity & wellbeing of our Service Users. We aim to provide a package of care for each Service User which adds quality of life to their overall personal and healthcare needs and preferences. We will work in total partnership with other services and professionals to help our Service User's get the most from their local communities, with their full involvement.
- To provide the highest quality service. We are fully committed and dedicated to providing quality services, making sure our directly employed workforce is highly skilled and continuously trained. We aim to be providing the highest standards of care, with positive outcomes at all times.
- To ensure that we are fit to provide service. We will continuously monitor our policies, procedures and practises so we are constantly improving the level of the care we offer. We welcome all feedback from our Service Users, their friends and relatives and our legislative bodies. We guarantee to listen to what they have to say and will encourage them to be heard through their own forums.
- To employ and retain a high quality workforce. We consider this as one of our highest priorities. We firmly believe that our workforce is our best resource, and only through the integrity, skills, knowledge and attitude of our whole team can our aims and objectives be fully met. We will achieve this by continually advancing, through support and encouragement, the knowledge and skills of our workforce. To encourage confidence, promote job satisfaction and stimulate morale and pride in their chosen career, we will always listen to their requirements whilst planning their training and development. This will ultimately motivate and enable them to provide a quality of care that meets all of our Service User's requirements.

Service Users' Rights

Right Care NW Limited aims to provide support and encouragement but not to create dependency, ensuring we enable individuals to live independently with dignity in the community for as long as possible. Service Users will be given as much choice and control over their individual care package and the delivery of our service as possible.

Priority is given to open and honest dialogue between the Company and its Service Users to ensure that their needs are being effectively met and their rights are upheld at all times.

The aim of a good quality Domiciliary Care Company must always be to promote a way of life for Service Users which permits them to enjoy, to the greatest possible extent, their rights and choices as individual human beings. We believe the following rights are essential in how we provide that care.

Privacy

An individual's right to privacy involves being free from intrusion or unwelcome attention. We aim to maximise our Service Users' privacy in the following ways.

- Staff will enter a Service User's property and their rooms only after asking for consent.

- We aim to create a climate in the delivery of care and to foster attitudes in those around a Service User which focus on capacities rather than on disabilities.

Security

In providing services for frail people or people with disabilities, there is a difficult balance to be struck between helping them to experience as much independence as possible, and making sure that they are not exposed to unnecessary hazards. Taking care for the security of Service Users therefore means helping to provide an environment and support structure which offers sensible protection from danger and comfort and readily available assistance when required. This should not be interpreted as a demand for a totally safe or risk-free lifestyle; taking reasonable risks can be interesting, exciting and fun, as well as necessary. We respond to our Service Users' need for security in the following ways.

- We try to make sure that help is tactfully at hand when a Service User needs or wishes to engage in any activity which places them in situations of substantial risk.
- We hope to help to create a physical environment which is free from unnecessary sources of danger to vulnerable people or their property.
- We always carry out thorough risk assessments in relation to premises, equipment and the activities of the Service User who is being helped.
- Our staff team members will advise Service Users about situations or activities in which their disability is likely to put them or their property at risk.
- Our staff team members are selected, trained and briefed to provide services responsibly, professionally and with compassion and never to exploit their positions to abuse a Service User.

Civil rights

We aim to help our Service Users to continue to enjoy their civil rights in the following ways.

- If a Service Users wishes to participate in elections, we will try to access the necessary information and either provide or obtain any assistance which they need to vote.
- We want to help our Service Users to make use of as wide a range as possible of public services such as libraries, education and transport.
- We will encourage our Service Users to make full use of health services in all ways appropriate to their medical, nursing and therapeutic needs.
- We will provide easy access for our Service Users and their friends, relatives and representatives to complain about or give feedback on our services.
- If we can we will support our Service Users in their participating as fully and diversely as they wish in the activities of their communities. This may be through voluntary work, religious observance, involvement in associations and charitable giving.

Choice

Choice consists of the opportunity to select independently from a range of options. We will respond to our Service Users' right to choice in the following ways.

- We avoid, within limitations, a pattern of service delivery which leads to compulsory timings for activities like getting up and going to bed.
- We will manage and schedule our services so as to respond as far as possible to Service Users' preferences as regards the staff with whom they feel most comfortable.

The Services the Organisation Provides

We can offer a wide range of services, which we believe to be most beneficial to our Service Users. These include personal care, household tasks, preparation of meals, medication monitoring, planned outings, social activities and many more. If a Service you require is not listed, then please speak to the Manager, who will at all times, make the greatest effort to meet and fulfil your needs. Right Care NW Limited Support Workers provide service from 7am in the morning until 11pm at night. For some of our Service Users, we provide a sleep in service, which will be reliant on a risk assessment by the Manager. The office hours are 9am until 5pm.

We provide care in Bury, Radcliffe, Ramsbottom, Edenfield, Tottington, Walshaw, Prestwich & Whitefield and Bolton.

People Who We Provide Services For:

- Older people
- People with physical disabilities
- People with sensory impairment
- People with dementia
- People with mental health problems
- People with learning disabilities or autistic spectrum disorder
- Adults & Younger Adults
- Personal or family carers

Our Workforce

Responsible Individual/Nominated individual

Andria Smith has 14 years experience of working within a wide range of residential and community settings. She has worked in a care environment with mental health, learning difficulties, challenging behaviours, Autism and Brain damage with extensive experience in management, administration and quality assurance for the past twenty years and is a qualified Internal Auditor.

Mrs. Smith has a QCF level 5 in Health and Social Care (Adults, young people and children), an advanced Diploma in Business Management, an advanced Diploma in Counselling, Psychotherapy, Hypnotherapy and Psychology and a HNC in Health and Social Care. She has also A' Level qualifications in Health, Equality, Diversity, Rights, Psychology, Quality and Social Policy and has undertaken training for children and young people with Autism.

Registered Manager

Kerry Ford is the Registered Manager and has a hands on approach with 5 years experience in the Health & Social Care Sector. Her qualifications include:

Currently undertaking Level 5 Diploma in leadership for Health and social care and children and young people, NVQ Level 2 & 3 in Health & Social Care, Level 2&3 Team Management, First Aid, Supervisor Training, Risk assessment training, Moving & Handling, Appraisal Training, Supervision Training, Effective Communication, Writing & Reviewing Policies, Medication training: level II, Business Plan Development, Mental Capacity Act training for Managers, Deprivation of Liberty training for

Once your complaint has been fully dealt with by us, if you are not satisfied with the outcome you can refer your complaint to the **Local Government Ombudsman (LGO)** and ask for it to be reviewed. The LGO provides a free, independent service.

The LGO Advice Team can be contacted for information and advice, or to register your complaint:

Tel: 0300 061 0614

You can also text 'call back' to 0762 480 3014. And you can contact them using a textphone via the Text Relay service (formerly Typetalk)

Email: advice@lgo.org.uk W: www.lgo.org.uk

The LGO will not usually investigate a complaint until the provider has had an opportunity to respond and resolve matters.

Our service is registered with and regulated by the Care Quality Commission (CQC). The CQC cannot get involved in individual complaints about providers, but is happy to receive information about our services at any time. You can contact the CQC at:

Care Quality Commission National Correspondence

Citygate

Gallowgate

Newcastle upon Tyne NE1 4PA

T: 03000 616161

W: www.cqc.org.uk/contactus.

Our full Complaints & Compliments Policy is available upon request.

Revisions of this Document

Right Care NW Limited reviews all of its policy documents within a minimum 12 month period. We welcome any comments on the contents of this Statement of Purpose.

Signed: Andria Smith

Date: 05/12/2016

Policy Review Date: **05/12/2017**