



STATEMENT OF PURPOSE

Introduction

This sets out the Statement of Purpose for CommuniCare Home Care Services as required by the Health and Social Care Act 2008. It sets out the:

- Company's aims and objectives
- Nature of service provided
- The qualifications of the Registered Person and / or the Registered Manager
- The range of qualifications of domiciliary staff
- The comments, suggestions and complaints procedure

CommuniCare is a privately owned domiciliary care company, based in Lancashire, established in 2007, born out of personal experience and commitment to providing high quality care, particularly around dementia care. Our personalised home care service gives you the choice to remain independent in your own home, without compromising on the quality of your care. We are based in Oldham and our geographical area covers Oldham, Saddleworth, Failsworth and the surrounding districts.

CommuniCare is regulated and inspected by the Care Quality Commission (CQC) and a preferred provider to Oldham Social Services. We endeavour to comply with all CQC 'Essential Standards of Quality and Safety 2010' and aim to exceed at all times the National Minimum Standards that these require. To achieve this we constantly review, monitor and update all areas of the business.

Aims and Objectives

CommuniCare aims to provide services which safeguard and promote the health, welfare and quality of life of venerable people living in their own homes.

Objectives are to provide services which:

- Are reliable, dependable and responsive
- Show courtesy, dignity and respect
- Meet the assessed needs of service users
- Maintain service users' self esteem
- Recognise the individuality and diversity of each service user
- Maximise independence
- Offer choices and enable service users to make decisions about how the care is to be provided

CommuniCare aim to achieve this by:

- Employing competent, well trained management and staff
- Developing robust policies and procedures in line with relevant legislative requirements
- Providing accessible and up to date information for prospective and existing service users and their representatives



- Being flexible in delivering services to meet the changing needs of those who use its services
- Offering continuity of care through named, allocated carers
- Avoiding dependence by encouraging and supporting service users to participate as much as possible in their own care
- Listening to comments and suggestions by service users and their representatives to develop and improve services
- Developing a Quality Assurance system which allows responsible individuals to continuously monitor, evaluate and develop practices

Nature of Services provided

CommuniCare is a domiciliary care agency, which provides a range of personal care and essential domestic support services for venerable people living in their own homes who may be unable to carry out these tasks for themselves. Regulated and assessed by the Care Quality Commission and an approved provider to Oldham Social Services.

While the exact nature of service provided to each Service User will vary and tailored to their needs, the following are examples of the services that are offered:

- Assistance with dressing and grooming
- Help with personal cleanliness (Washing, bathing and showering)
- Assisting with getting in and out of bed
- Preparation of meals and drinks
- Support with continence Care
- Help and assistance with general mobility needs
- Prompting or administration of medication
- Assistance with domestic tasks including cleaning, washing, ironing, hovering, bed making and changing
- Escorting / Accompanying within the community to day centre's, doctors surgery, opticians, shops
- Providing company and companionship
- Providing care to cover for family/carer to take a break

Qualifications/experience of Registered Person and/or Registered Manager

The Registered manager is Tom McCarthy who has gained the appropriate qualifications and experience for this role, notably NVQ level 4 in Management and is a First Aid trainer.

Tom McCarthy is also a Director of Tom McCarthy Limited, Registered Company Number 7136425, who are trading as CommuniCare Home Care Services.

The office manager is Beverley Ravey. She has held management and administration positions with a leading retailer. She is in the process of obtaining Level 5 Diploma in Health and Social Care and children and young people's services.



Range of qualifications of domiciliary care staff

All of our care staff are encouraged and supported to gain qualifications to a minimum of NVQ Level 2 or the QCF (Qualifications and Credit framework) Level 2 Diploma within 12 months of employment.

All members of our team will receive the full range of training in line with statutory requirements which will include training on:

- Moving and Handling
- Health and Safety
- Equal Opportunities
- Safeguarding of Vulnerable Adults / Whistle blowing
- Infection Control
- Effective hand Hygiene
- Food Hygiene
- First Aid
- Fire Safety
- Medication

All staff are thoroughly trained and re-trained in the prompting and administration of medication. Additionally, our care staff also receive Stoma care and Catheter training along with Dementia training/awareness, effective communication (verbal & written), hoist training and End of Life training. We continually review and support our staff with any additional training they may require.

Quality assurance

All staff have an induction period of at least seven days, to include the mandatory training, essential training and shadowing.

All members of staff are required to obtain a satisfactory Enhanced Criminal Records Bureau police check and supply two checkable references before employment commences.

Comments, suggestions and complaints procedure

In brief, CommuniCare aims to resolve all concerns and complaints swiftly and effectively. The Office manager will initially try to resolve the complaint informally by discussing the matter with the service user or their representative. The focus at this stage will be to 'problem solve' and agree a way forward which is acceptable to the service user.

It is expected that this will take up to 5 working days. If a longer period is required, the Office Manager will negotiate this with the service user.

If the complaint cannot be resolved informally, it will be passed to the Registered Person for an investigation. The Registered Person may investigate the matter personally or commission an independent investigation to ensure objectivity. At the end of the investigation the Registered Person will meet with the service user to discuss the outcome and the most appropriate way forward. It is expected this stage of the procedure will take no more than 15 working days. However, if a longer period is required, this will be negotiated with the service user.



CommuniCare

During any stage of the procedure, the complainant will have the right to approach the Care Quality Commission (CQC). CQC is the body responsible for registering and inspecting domiciliary care agencies.

To contact CQC directly, please use the following details:

CQC National Correspondence

Citygate
Gallowgate
Newcastle-Upon-Tyne
NE1 4PA

Tel: 03000 616161

Fax: 03000 616171

Where a Local Authority or Primary Care Trust is commissioning the care, a complaint can also be taken to them. Contact details will be available in the service user's Care Plan.

Our contact details:

Communicare Home Care Services

Unit C10 Falcon Business Centre
Victoria Street
Chadderton
Oldham
Lancashire
OL9 0HB

Tel: 0161 633 1616

Email: enquiries@communicarehcs.co.uk

Signature Verification: Tom McCarthy

Signed: 20.6.2013