

Kent Social Care Professionals Domiciliary Care Services	POLICY No: 100	Authorised by: Ann Jeffs		
		STATEMENT OF PURPOSE		



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Part 1: PURPOSE & OBJECTIVES OF THE ORGANISATION:

1.1 SUMMARY OF THE ORGANISATION:

- KentSCP is a provider of Domiciliary Care Services to specific sectors of the community. KentSCP is managed as a Limited Company. Part 1.3 of this Statement of Purpose will define KentSCP's Service User base.
- The address and contact details of KentSCP's administrative offices are as follows:

Address: KentSCP Domiciliary Service
Golden Boot Chambers
27 Gabriels Hill
MAIDSTONE
Kent ME15 6HX
Tel. No: 01622 764014
Fax No: 01622 752761
E-mail: info@kentscpdom.com
Website: www.kentscpdom.com

1.2 HOURS OF OPERATION

The office is open from 9am Monday to Friday and closes at 5.30pm each day

1.3 OUT OF HOURS CONTACT

For emergency out of hours contact, please call the office number 01622 764014 and you will be automatically connected to the on call Duty Officer who will be able to assist you

1.4 AIMS & OBJECTIVES AND VALUES OF THE ORGANISATION: (Ref: Policy No 101)

It is the aim of KentSCP Domiciliary service to deliver a service of personal care and support services to meet the needs of dependent clients ("Service Users") in their own (home) environment. This will be achieved by promoting a standard of excellence which embraces fundamental principles of Good Care Practice that is witnessed and evaluated through the practice, conduct and control of quality care in the domestic environment.

To meet these service user needs, the Care Service is designed to achieve the following objectives:

- To deliver a service of the highest quality that will improve and sustain the service user's overall quality of life. In this respect the Domiciliary Care Service is designed to meet the Certification requirements of the *ISO 9000* Quality Standard (latest edition), but in a people-oriented fashion.
- To ensure that the service is delivered flexibly, attentively and in a non-discriminatory fashion while respecting each service user's right to independence, privacy, dignity, fulfilment, and the rights to make informed choices and to take risks. We strive to establish and maintain the trust and confidence of Service Users at all times.
- To ensure that each service user's needs and values are respected in matters of religion, culture, race or ethnic origin, sexuality and sexual orientation, political affiliation, marital status, parenthood and disabilities or impairments.
- To ensure that the Care Service in whole is delivered in accordance with agreed Purchasing Contracts / Care Agreements.
- To manage and implement a formal programme of staff planning, selection, recruitment, training and personal development to enable service user care needs to be met.
- To match the nominated Care Worker as closely as possible with the service user, and respecting the need to change the Care Worker in the event of subsequent non-compatibility.
- To manage the Care Service efficiently and effectively to make best use of resources and to maximise value for money for the Purchaser of the Service.
- To apply written policies and procedures to empower our Care Workers to uphold best practice at all times

- To undertake a Risk Assessment of environmental Health & Safety hazards within the home of each new service user, and to ensure that areas of concern are duly reported to the Purchaser of the Service. Such Risk Assessments will take into account the right of the service user to take risks, as indicated above.
- To ensure that all service users receive written information on KentSCP's Procedure for Handling Complaints, Comments and Compliments, and how to use it.

1.5 THE SERVICE USER BASE:

- KentSCP Domiciliary Care Service specialises in providing a bespoke care service for children, Adults and older people who may have complex and multiple support needs.
- KentSCP offers its services to service users irrespective of their race or ethnic origin, creed, colour, religion, political affiliation, marital status, parenthood, sexual gender, sexual orientation, and disabilities or impairments. The sole criterion for accepting a service user is the perceived ability of KentSCP to provide assessed care needs.

1.6 GEOGRAPHICAL LOCATIONS SERVED BY KENTSCP:

KentSCP operates throughout the whole Kent and the Medway towns

1.7 OVERVIEW OF SERVICE DELIVERY

We aim to make the process of finding the right care package and carefully matched carer for each service user as straight forward as possible. Service Delivery will include::

Meet Service User and/or their family/representative to assess the needs of the Service User and devise the person centered care plan

Terms of business and hourly charge rates are agreed and confirmed in writing

A full needs and risk assessment is undertaken

Where possible care workers are introduced to the service user, or interviewed by the service user and/or their representatives prior to the package commencing

Service is monitored within 48 hours of commencement to check that service user is happy with the service. Service is monitored quarterly thereafter according to need

Continuous feedback is sought from the Service user to ensure he/she and/or their representative is happy with the service provision

Part 2: MANAGEMENT, ORGANISATION & STAFFING:

2.1 ORGANISATIONAL STRUCTURE:

- The Staff Complement within KentSCP is structured into the following Job Positions:
 - Registered Provider
 - Registered Domiciliary Care Manager
 - Deputy Branch Manager
 - Care Co-ordinator
 - Field Assessor
 - Care Administrator
 - Care Support Worker
- The Registered Manager, Deputy Branch Manager, Care Co-ordinator, Field Assessor and Care Administrators are employed by KentSCP on a full-time basis. Care Workers are engaged either on a full-time or part-time basis, depending upon client numbers, requirements, circumstances and / or levels of dependency. A full register of all care workers may be found at KentSCP's offices.

2.2 THE REGISTERED PROVIDER & NOTICES OF ABSENCE:

- The Registered Manager is:

Name: Ann Jeffs, NVQ4, D32, D33, D34.

Address: Kent SCP Domiciliary Service
Golden Boot Chambers
27 Gabriels Hill
Maidstone
Kent ME15 6HX

- The full record of qualifications and experience of the Registered Manager may be found in the Staff Files retained at KentSCP's offices. These records have limited access to preserve confidentiality
- KentSCP undertakes to inform the Registration Authority of any absences from daily business activities of the Registered Provider for a period of 28 days or more, in accordance with the requirements of regulation 29 of *The Domiciliary Care Agencies Regulations, 2002*. Information provided to the Registration Authority will include expected length of absence, reasons for absence, the Person-in-Charge during the period of absence, and arrangements for continuous management of the Organisation's business. In all cases, KentSCP will ensure that requirements regarding fitness of registered providers will be satisfied in respect of the Registered Organisation.

2.3 STAFF QUALIFICATIONS & EXPERIENCE:

- KentSCP retains a complete record of all qualifications, credentials and experience gained for each full time member of staff and each care worker, whether full-time or part-time. These records may be found in the staff and candidate files retained at KentSCP's offices, and have limited access for reasons of confidentiality and security.
- As a summary, Care Workers are required undergo KentSCP's Induction programme and all mandatory training in order for them to provide care services for clients at their homes:

Two references

A current enhanced CRB

Induction

Shadowing

Mandatory Training:-

- Mental Capacity Act training
- Health & Safety Training
- Safeguarding Adults Training
- Moving & Handling training
- First Aid
- Fire Safety
- Medication Awareness
- Food Hygiene

We will also provide further specialist training on a needs basis, this may include:

- Epilepsy Awareness
- Managing challenging behaviour
- Child Protection
- Dementia Training

2.4 FEES & CHARGES:

KentSCP Domiciliary Care Service offers a bespoke service, therefore fees are tailored to each individual package.

- A summary of charges will be supplied
- Mileage may be charged at £0.22p per mile where specified during the assessment process

2.5 MANAGEMENT OF SHIFT ROTA PATTERNS & TIMESHEETS:

- Full records of staff rotas are retained at KentSCP's offices.
- Each Care Worker is issued with a Weekly Time Sheet. Timesheets are countersigned by the service user and/or their representative at the end of each working week, and faxed, hand delivered or posted back to KentSCP. The timesheet is a full record of the hours worked each day. Timesheets are collated at KentSCP's offices for purposes of logging and tracking hours worked per Carer, and as a basis for service user invoicing.

Part 3: SERVICES PROVIDED BY THE ORGANISATION:

3.1 ORGANISATIONAL STATEMENT OF GOOD PRACTICE *(ref. Policy No 102)*:

The philosophy of KentSCP is to reflect and promote values that focus upon the individual service user as being at the centre of Care Service planning and Service delivery. To help achieve this, KentSCP has drawn upon the fundamental Core Values of Care to develop the following Service Values which will form the basis for considering the provision of an individual Care Service:

- Autonomy and independence of personal decision-making, including the assumption of risks as well as responsibilities associated with citizenship.
- Choice of occupational activities, lifestyle, and the best way to maintain independence, including the opportunity to select independently from a range of options.
- Respect for the intrinsic worth, dignity and individuality of the person and his / her racial and ethnic identity and cultural heritage.
- Participation and integration in society, and in the development of plans, policies and decisions affecting the individual's life.
- Knowledge about conditions and prospects, options and opportunities, and ways of improving the individual's life.
- Fulfilment of personal aspirations and abilities in all aspects of daily life, including the chance to develop new skills and knowledge.
- Privacy from unnecessary intrusion, and the preservation and safeguarding of confidentiality.
- Equality of opportunity and access to services irrespective of age, race or ethnic origin, creed, colour, religion, political affiliation, disability or impairments, marital status, parenthood, sexual gender or sexual orientation.

The realisation of these values, together with the level of help and support required to achieve personal goals, will be a unique process for each person - every person is an *individual*. However, the value principles remain constant and will provide a sound foundation for the provision of care to all, regardless of personal circumstances and in accordance with KentSCP's **Equal Opportunities & Diversity Policy, Ref. No 107.**

3.2 SERVICES & DUTIES WHICH ARE NOT UNDERTAKEN BY CARE WORKERS:

Implicit in the Organisation's Code of Good Practice is the clear definition of those duties which can NOT be undertaken by the Care Worker. These duties are listed as **Policy No 105** and form an integral part of the Staff Induction Training Programme.

3.3 RANGE OF SERVICES PROVIDED:

KentSCP offer a wide range of services to meet the needs of our service users with or without complex support needs. We specialise in care packages for both children and adults with learning disabilities, mental health difficulties, substance abuse and other complex issues. We also provide specialist care for the elderly including dementia care.

We supply support with:

Personal care, including assisting with Bathing, Dressing, Feeding, Toileting
Meal Preparation
Shopping
Light Domestic Duties
Emotional and behavioural Support
Substance Abuse Support
Life Skills tutoring and prompting
Budgeting, including assisting with bill paying, banking
Housing and tenancy support
Respite Care
Live in care
Escorting service
Supervised contact
Complex care packages
Double Handed packages

- ***Health & Medical Care Services:*** Nursing care is provided in these services – Note we will only be providing Nursing Care when full registration has been gained. This specifically addresses the handling and management of a service user's medication. The following Policies refer:

<u>Policy No 360</u>	<u>General Policy for Managing Service Users' Medicines</u>
<u>Policy No 361</u>	<u>Safe Storage of Medicines in the Service User's Home</u>
<u>Policy No 362</u>	<u>Administration of Medicines to a Service User</u>
<u>Policy No 363</u>	<u>Safe Disposal of Unwanted or Out-of-Date Medicines</u>
<u>Policy No 364</u>	<u>Medication Problems & Errors</u>
<u>Policy No 451</u>	<u>Handling Service Users with Infectious Diseases</u>
<u>Policy No 481</u>	<u>Suspected Service User Hypothermia</u>
<u>Policy No 482</u>	<u>Suspected Service User Self-Neglect & Substance Abuse</u>

- ***Domestic Services:*** The following Policies refer:

<u>Policy No 331</u>	<u>Assistance with Cleaning & Housework</u>
<u>Policy No 332</u>	<u>Assistance with Laundry & Ironing</u>
<u>Policy No 333</u>	<u>Assistance with Planning & Shopping</u>
<u>Policy No 335</u>	<u>Assistance with Management of Fuel & Heating</u>

- **Provision of Meals & Dietary Care:** The following Policies refer:

<u>Policy No 324</u>	<u>Food Preparation at the Client's Home</u>
<u>Policy No 325</u>	<u>Assistance with Feeding</u>

- **Personal Care Services:** The following Policies refer:

<u>Policy No 326</u>	<u>Assistance with Personal Care - Bed Bathing</u>
<u>Policy No 327</u>	<u>Assistance with Personal Care - Washing, Bathing & Showering</u>
<u>Policy No 328</u>	<u>Assistance with Personal Care - Toileting</u>
<u>Policy No 329</u>	<u>Assistance with Personal Care - Dressing / Undressing</u>
<u>Policy No 330</u>	<u>Assistance with Personal Care - Care of Teeth & Nails</u>

- **Social Care Services:** The following Policies refer:

<u>Policy No 333</u>	<u>Assistance with Planning & Shopping</u>
<u>Policy No 334</u>	<u>Assistance with Personal Planning Activities</u>
<u>Policy No 337</u>	<u>Gifts, Gratuities & Bequests to Staff</u>
<u>Policy No 338</u>	<u>Involvement in Service Users' Wills & Estates</u>
<u>Policy No 382</u>	<u>Handling Service Users' Monies & Pensions</u>

3.4 ARRANGEMENTS FOR CONTINUITY OF CARE:

In the event that unforeseen circumstances interrupt or prevent scheduled visits to a service user, the Organisation has established procedures to effectively ensure continuity of care. This may apply to the following circumstances:

- Where the client has requested a change in Care Worker (refer to **Policy No 304: Assignment of Care Workers to Service Users**).
- Where bad weather hinders, delays or prevents Care Workers from keeping appointments (refer to **Policy No 490: Bad Weather & Contingency Plans for Emergency Cover**).
- When a Care Worker fails to report for duty, necessitating a replacement Care Worker to be assigned (refer to **Policy No 304: Assignment of Care Workers to Service Users**).
- When a Care Worker fails to keep an appointment (refer to **Policy No 491: Non-Attendance of Care Staff at the Service User's Home**).
- When the service user cancels an appointment.

3.5 TERMINATION OF SERVICES TO SERVICE USERS:

KentSCP's Contract for Care clearly states the obligations of both parties in respect of cancelling a Service Contract, and the required periods of notice to be given in either case (**refer to Policy No 305: Contract for Care Service Provision**). However, it is recognised that there may be exceptional circumstances where KentSCP may cease to provide services to a client. These are clearly stated, together with appropriate action to be taken, in **Policy No 494: Withdrawing the Care Service from a Service User**.

Part 4: HEALTH & SAFETY CONSIDERATIONS:

KentSCP has established an overall Health & Safety Policy (**refer to Policy No 400**). Areas of specific concern relating to the health and safety of both Care Staff and service users are addressed as follows:

4.1 VULNERABILITY & PROTECTION OF CARE WORKERS:

KentSCP recognises the potential safety implications of Care Workers travelling, often alone, to visit service users, and its responsibility to minimise the risks involved to a manageable level while ensuring maintenance of the services provided. KentSCP has therefore established the following Policies / Procedures to address specific aspects of Occupational Health & Safety for the Care Worker:

<u>Policy No 438</u>	<u>Staff Substance Abuse</u>
<u>Policy No 439</u>	<u>Staff Alcohol Dependency</u>
<u>Policy No 401</u>	<u>Use of Disposable Protective Clothing</u>
<u>Policy No 402</u>	<u>Harassment, Abuse & Aggression from the Service User</u>
<u>Policy No 403</u>	<u>Safe Use of Hazardous Substances at the Service User's Home</u>
<u>Policy No 404</u>	<u>Safe Use of Electrical Appliances at the Service User's Home</u>
<u>Policy No 405</u>	<u>Moving & Assisting / Manual Handling Activities</u>
<u>Policy No 430</u>	<u>Out-of-Hours Management of the Service</u>
<u>Policy No 452</u>	<u>Handling Service Users' Pets</u>
<u>Policy No 453</u>	<u>Pests & Infestation at the Service User's Home</u>
<u>Policy No 454</u>	<u>Disposal of Waste at the Service User's Home</u>
<u>Policy No 455</u>	<u>Policy on HIV+ / AIDS</u>
<u>Policy No 456</u>	<u>M.R.S.A. Policy</u>
<u>Policy No 472</u>	<u>Travelling to and from the Service User's Home</u>

4.2 VULNERABILITY & PROTECTION OF SERVICE USERS:

KentSCP recognises and appreciates the vulnerability of its service users, and of the need to ensure that their welfare and safety is protected. KentSCP has therefore established the following Policies / Procedures to address specific aspects of safety and duty of care to the service user:

<u>Policy No 132</u>	<u>Whistle-blowing Policy</u>
<u>Policy No 381</u>	<u>Protection of Vulnerable Adults</u>
<u>Policy No 483</u>	<u>Accidents & Injuries</u>
<u>Policy No 470</u>	<u>Key & Alarm Code Holding</u>
<u>Policy No 473</u>	<u>Gaining Access to the Service User's Home in the Event of Non-Response</u>
<u>Policy No 474</u>	<u>Fires & Damage at the Service User's Home</u>
<u>Policy No 475</u>	<u>Gas Leaks / Smell of Gas at the Service User's Home</u>
<u>Policy No 476</u>	<u>Failure of the Electrical Power Supply at the Service User's Home</u>
<u>Policy No 477</u>	<u>Attempted Break-ins / Theft at the Service User's Home</u>
<u>Policy No 478</u>	<u>Visits by Bogus Workers and Callers at the Service User's Home</u>
<u>Policy No 479</u>	<u>Burst Pipes / Flooding at the Service User's Home</u>

4.3 SAFEGUARDING SERVICE USERS' PERSONAL PROPERTY:

KentSCP recognises its responsibilities in ensuring the safeguarding of the client's personal property while undertaking duties at the client's home, and also the duty of care involved in ensuring the safety and security of the client's premises at the end of a visit. KentSCP has therefore established the following Policies / Procedures to address specific aspects of safety and security of the client's property:

<u>Policy No 382</u>	<u>Handling Service User's Monies & Pensions</u>
<u>Policy No 337</u>	<u>Gifts, Gratuities & Bequests to Staff</u>
<u>Policy No 338</u>	<u>Involvement in Service User's Wills & Estates</u>
<u>Policy No 470</u>	<u>Key & Alarm Code Holding</u>
<u>Policy No 471</u>	<u>Staff Identification Policy</u>
<u>Policy No 472</u>	<u>Entering and Leaving the Service User's Home</u>
<u>Policy No 473</u>	<u>Gaining Access to the Service User's Home in the Event of Non-Response</u>
<u>Policy No 477</u>	<u>Attempted Break-ins / Theft at the Service User's Home</u>
<u>Policy No 478</u>	<u>Visits by Bogus Workers and Callers at the Service User's Home</u>

Part 5: CONTINUOUS QUALITY IMPROVEMENT:

5.1 SERVICE USER FEEDBACK:

There is a formal process for seeking the views and opinions of service users regarding their perceived quality of the care services provided by KentSCP Domiciliary Service

- This process focuses upon the use of Questionnaires which are given to service users and / or their family members. Questionnaires are designed to seek opinions on the Organisation, and the critical aspects of its Care Services as perceived by the service user.

(Refer to Policy No 204 - Monitoring of Service User Feedback).

- The results of all Questionnaire surveys are reviewed on a formal basis with a view to Continuous Quality Improvement in the services offered by KentSCP

5.2 COMPLAINTS, CONCERNS, COMMENTS & COMPLIMENTS:

With respect to service user feedback concerning the quality of Care Services provided this information is formally reviewed for content and possible action. These reviews classify service user feedback as follows, and is considered as positive through to negative feedback:

- Types of feedback:
 - Compliments - positive input regarding aspects of the Care Service
 - Comments - still positive, but possible scope for improvement
 - Concerns - negative feedback where action may be required to address a problem
 - Complaints - serious concerns on the part of the service user, requiring formal action as described below:
- There is a formal process for the management and handling of complaints from service users. This is documented in ***Policy No 205 - Management of Complaints***. The Policy provides for appropriate investigation and a timely response to the complainant, and if required the means for the service user to take the complaint to the appropriate regulatory authorities. This is explained in the Service User Guide and the service user is also made aware of the right to complain prior to finalising the Care Service Contract.
- ***It is the policy of KentSCP Domiciliary Service to strive to ensure that compliments outweigh complaints.***

END OF DOCUMENT
