



STATEMENT OF PURPOSE

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1. STATEMENT OF PURPOSE

1:1 PURPOSE of this Document

This Document **Summarises Basic Information** about Old Friends Care Limited for Statutory Authorities, Service Users, People who are considering using our services, their friends, relatives, informal carers, and their Representatives.

1:2 The Document contains material required in accordance with **The Health and Social Care Act 2012.**

1:3 it should be read in conjunction with **Our Service User Guide.**

1:4 PRIORITY of Old Friends Care

The **Priority** of Old Friends Care is: "The Provision of the Highest Possible Standard of Care to All of Our Service Users.

1:5 All **Staff** at Old Friends Care are expected to work towards **This Aim.**

1:6 ESSENTIAL regarding Old Friends Care

It is **Essential** regarding Our Service Users that we Always:

- Promote their Independence & Welfare
- Treat them with Dignity & Respect
- Maintain Sensitivity, Security and Confidentiality

2. GEOGRAPHIC AREA

Old Friends Care offer our services in the following areas:

- Redditch
- Bromsgrove
- Astwood Bank
- Feckenham
- Alvechurch
- Wythall

3. SERVICES PROVIDED by Old Friends Care

Old Friends Care is registered by the Care Quality Commission Regulations 2000 to provide Services to:

- Older People
- People with dementia
- Adults with Learning Difficulties
- Adults with Mental Health Problems
- Adults with Physical Difficulties
- Adults with Sensory Impairment
- Adults with Illness, including Terminal Illness
- Adults recovering from illness

4. STRUCTURE of Old Friends Care

Old Friends care Limited is a family Run Business established in 1994

4:1 Helena McNally RGN DIP is Managing Director & Registered Manager.

- Helena is who is also the Registered Care Manager worked as a Registered General Nurse for 15 years and was involved in all aspects of nursing care.
- A considerable amount of that time was dedicated to care and rehabilitation of the elderly.
- Helena has achieved the Registered Care Managers Diploma Level 4

4:2 Kevin McNally is a Director in the Business.

- Kevin is a Retired Police Sergeant having received his Long Service & Good Conduct Medal on Completion of 30 Years Service.
- Kevin worked in both Uniform and C.I.D. as a The Divisional Media Liaison Officer, Licensing Officer, was in charge of a team of Community Police Officers and was The Geographic Sergeant in Charge of The South West (Rural) Sector Redditch.
- All of which provides great insight and experience in dealing with vulnerable adults and safeguarding issues.
- Kevin has a post graduate certificate in crime and community safety
- Kevin is a Qualified Moving & Handling Train the Trainer and has completed the Managers Induction Standards Training.

4:3 Vivienne ROGERS Manager

4:4 Angela TIMMINS Supervisor

4:5 Sarann Maguire Acting Supervisor

4:6 Joan LINFORD Community Manager

4:7 Nicola DIPPLE Community Support

4:8 Rebecca WILSON Office Manager

4:9 Hazel FARNSWORTH Management Support Officer

4:9 TEAM LEADERS

The six Team Leaders are responsible for their own care staff Support, Welfare & supervision - both in the office & out in the community Team Leaders are in charge of a team of between 7-10 care staff as follows:

- **Caspian**
- **Danube**
- **Rubicon**
- **Serenity**
- **Shannon**
- **Windermere**

4:10 TEAM LEADERS - ADDITIONAL ROLES

Rota Planning, Management of Medication, Quality Assurance, Induction & Training and Infection Control.

4:11 CARE STAFF

Our Care staff are allocated to a Team when they first start working for Old Friends Care and their Team Leader who is their Mentor and First Line Manager.

5. CONTACT Old Friends Care

Our Postal Address is:

Old Friends Care Limited
5 Regents Court, Far Moor Lane,
Winyates Green, Redditch, Worcs.
B98 0SD

Telephone: (01527) 525 583

Fax: (01527) 525 581

EMERGENCY MOBILE (24 HOURS): 07734 531 601

Email: oldfriendscare@btconnect.com

Website: www.oldfriendscare.co.uk

5:1 Office Opening is as follows:

Monday to Friday 7 a.m. – 8 p.m.

Saturday 7 a.m. – 2 p.m.

Sunday 7 a.m. – 2 p.m.

There is an On call Duty Manager available via our emergency mobile or Pager **24 hours a day – 7 days a week.**

5:2 PREMISES of Old Friends Care

5 Regents Court, Far Moor Lane, Winyates Green Redditch, Worcs. B98 0SD



- Rented Offices via with a long term flexible lease – since February 2009.
- The Managing Director, Director, Manager hold keys to the premises.
- There is a fully maintained burglar and fire alarm system in place.
- Windows have locks and security grills fitted through the building.
- Central location to our area of business and with easy access to the M42 Motorway and connecting central motorway network
- There is a large free car park easily accessible to staff and visitors.
- The car park is well lit at night, protected by electronic security barriers and is patrolled by uniform security guards 24 hours a day seven days a week.
- The premises are on two levels with offices and a training area downstairs & offices upstairs.
- The premises has full **disabled access** including the toilets. Our Service User Consultant is a wheelchair user and finds the premises acceptable.
- All confidential information, files and documents are stored securely within current data protection guidelines.

6. POLICIES AND PROCEDURES

- Old Friends Care Policies and Procedures are produced in accordance with The Care Quality Commission and Worcestershire County Guidelines.
- They are regularly reviewed by the person responsible Director Kevin McNally.
- Our Policies and Procedures are easily accessible to staff who are encouraged to comment or make suggestions regarding them.
- Copies of Our Policies and Procedures are provided on request.

7. COMPLAINTS & CONCERNS

Old Friends Care accepts the rights of Service users or their representatives to make complaints and register concerns. About the services received. Old friends accepts that it should be easy to do so.

It welcomes complaints and looks upon them as opportunities to learn, adapt, improve and provide better services.

Old Friends Care accepts complaints or concerns verbally or in writing. Old Friends Care has place a Policy & Procedure in dealing with complaints or concerns.

The Named Complaints manager with responsibility for following through complaints is: Kevin McNally

8. AIMS AND OBJECTIVES

Old Friends Care aim to provide care and support for people who cannot wholly look after themselves, in their own homes, at times convenient to them and in ways they find most agreeable. We have sound principles for the way we run our service. Central to these is our belief that the rights of service users are paramount. We will treat each service user with respect and remain sensitive to his/her individual needs and abilities, and aim to promote the service users independence and personal dignity.

9. PRINCIPALS

9:1 To focus on Service Users.

We aim to provide personal care and support in ways which have positive outcomes for service users and promote their active participations.

9:2 To ensure that we are fit for our purpose.

We examine our operations constantly to ensure that we are successfully achieving our stated aims and purposes. We welcome feedback from our service users and their friends and relative

9:3 To work for the comprehensive welfare of our service users.

We aim to provide for each service user a package of care which contributes to their overall personal and healthcare needs and preferences. We will co-operate with other services and professionals to help maximise each service user's independence and to ensure as fully as possible their maximum participation in their community.

9:4 To meet assessed needs.

Before we provide services we ensure that a potential service user's needs and preferences are thoroughly assessed. We aim to ensure that the care the agency provides meets the assessed needs of each service user, that needs are reassessed as frequently as necessary, and that the care and support provided have the flexibility to respond to changing needs or requirements.

9:5 To provide quality services

We are whole-heartedly committed to providing top quality services and to continuous improvement in the level of the care we offer.

9:6 To employ a workforce that is supported, motivated, capable confident and skilled.

Standards for our managers and staff are based on the National Occupational Standards for the care industry set by the National Training Organisation.

10. SERVICE USER RIGHTS

The aim of good quality domiciliary care must always be to promote a way of life for service users which permits them to enjoy, to the greatest possible extent, their rights as individual human beings.

The following Rights of Service Users are fundamental to Old Friends Care:
PRIVACY, DIGNITY, INDEPENDENCE, SECURITY, CIVIL RIGHTS, CHOICE, FULFILLMENT, DIVERSITY.

10:1 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 rooms within the property only with express consent.
- A service user has the right not to interact with or be interrupted by a worker when, for example, they are entertaining a visitor or are engaged on an intimate activity on their own account.
- We respect the fact that a service user's possessions are private and always act in accordance with the principle that our workers are guests.
- Our staff respects a service user's right to make telephone calls and carry on conversations without being overheard or observed by a worker.
- We ensure that records of the service provided are seen only by those with a legitimate need to know the information they contain.

10:2 DIGNITY

- The right to dignity involves recognising the intrinsic value of people as individuals and the specific nature of each person's particular needs. We aim to maximize our service user's dignity in the following ways.
- We arrange for service users who require assistance with bodily tasks such as dressing, bathing and toileting to be helped as far as possible by the care worker of their own choice and if, desired, of the sex of their choice.
- We ensure if asked that service users receive the necessary assistance with dressing and maintaining their clothes.
- We will try to provide help for service users with make-up, manicure, hairdressing and other elements of their appearance so that they can present themselves as they would wish.
- We aim to minimise any feelings of inadequacy, inferiority and vulnerability which service users' may have arising from disability.

- We treat service users with the sort of respect which reinforces personhood and individual characteristics, addressing them and introducing them to others in their preferred style, responding to specific cultural demands and requirements, and aiming to maintain relationships which are warm and trusting but appropriate to the relationship of worker to service user.

10:3 INDEPENDENCE

- Independence means having opportunities to think, plan, act and take sensibly calculated risks without continual reference to others. We aim to maximise our service users' independence in the following ways.
- We help service users to manage for themselves where possible rather than becoming totally dependent on care workers and others.
- We encourage service users to take as much responsibility as possible for their own healthcare and medication
- We involve service users fully in planning their own care, devising and implementing their care plans and managing the records of care.
- We work with carers, relatives and friends of service users to provide as continuous a service as is feasible.
- 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.

10:4 SECURITY

- In providing services to 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 plus 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 necessary 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 will advise service users about situations or activities in which their disability is likely to put them or their property at risk.
- All staff is well selected, trained and briefed to provide services responsibly, professionally, and with compassion and never to exploit their positions to abuse a service user.

10:5 CIVIL RIGHTS

- We aim to help our service users to continue to enjoy their civil rights in the following ways.
- If service users wish 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 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 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 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.
- We respect service users' eccentricities, personal preferences and idiosyncrasies
- We hope to cultivate an atmosphere and ethos in our service delivery which welcomes and responds to cultural diversity.
- We encourage service users to exercise informed choice in their selection of the organisation and individuals who provide them with assistance.

10:6 FULFILMENT

- Fulfilment has been defined as the opportunity to realise personal aspirations and abilities. It recognises and responds to levels of human satisfaction separate from the physical and material, but it is difficult to generalise about fulfilment since it deals with precisely those areas of lifestyle where individuals differ from each other. We respond to service users' right to fulfilment in the following ways.
- We try to help service users to participate in as broad a range of social and cultural activities as possible.
- If requested, we will assist a service user to participate in practices associated with religious or spiritual matters and to celebrate meaningful anniversaries and festivals
- We aim to respond sensitively and appropriately to the special needs and wishes of service users who wish to prepare for or are close to death.
- We make particular efforts to understand and respond to the wish of any service user to participate or ambition before the end of their life.

10:7 DIVERSITY

- Britain's social care services are used by people from a wide diversity of ethnic and cultural backgrounds. Services therefore need to be accessible.
- We need to make particular efforts to reach out to vulnerable people who might have been deterred from approaching agencies which appear not to relate to their special needs and aspirations, and to demonstrate that we welcome and celebrate the wide range of people in the community generally and among the users of services in particular.
- We respond to services users' right to express their diversity in the following ways.

10:8 LEGAL STATUS of The Registered Provider

Old Friends Care is a Private Limited Company Registered Office is
5 Regents court, Far Moor Lane, Winyates Green Redditch B98 0SD

11. REVIEW

Old Friends Care Limited reviews this statement of purpose regularly.
Welcome any comments or suggestions on the contents of this document.

- **Latest Review: Thursday 11.06.15 - Director Kevin McNally**

USEFUL ADDRESSES

Care Quality Commission,
CQC West Midlands,
Citygate,
Gallowgate,
Newcastle upon Tyne,
NE1 4PA

Telephone Number 03000 616161

Consumer Relations Unit,
Corporate Services Directorate,
Worcestershire County Council
County Hall,
Spetchley Road
Worcester
WR5 2NP

Telephone number 01905 763763

Local Government Ombudsman,
2 The Oaks
Westwood Way,
Westwood Business Park,
Coventry
CV4 8JB
Telephone number 01203 695999

General Social Care Council,
Goldings House,
2 Hay's Lane, London
SE1 2HB

Telephone number 020 7397 5100