



STATEMENT OF PURPOSE – DOMICILIARY CARE

AIMS AND OBJECTIVES

The Management of this agency pride ourselves on offering a highly professional Domiciliary Care Service for all client groups although we have a particular expertise in older people.

The agency is part of the Augustinian Care Group and provides a variety of services for older people.

The agency provides domestic, housekeeping and personal care to clients who require such support in their own homes in order to remain independent.

The aim of this agency is to sustain the quality of the services provided to designated clients, while meeting the challenge of the new regulatory requirements on the services provided.

PRIVACY:	The right of a Client to be left alone and undisturbed whenever they wish.
DIGNITY:	The understanding of a Client's needs and treating them with respect.
INDEPENDENCE:	Allowing a Client to take calculated risks, to make their own decisions and think and act for themselves.
CHOICE:	Giving a Client the opportunity to select for themselves from a range of alternative options.
RIGHTS:	Keeping all basic human rights available to the Clients.
FULFILMENT:	Enabling the Client to realise their own aims and helping them to achieve these goals in all aspects of daily living.

PHILOSOPHY OF CARE

Carers will strive to preserve and maintain the dignity, individuality and privacy of all Clients and in so doing will be sensitive to the Clients' ever changing needs. Such needs may be medical/therapeutic (for physical and mental welfare), cultural, psychological, spiritual, emotional and social; and Clients are encouraged to participate in the development of their individualised Care Plans in which the involvement of family and friends may be appropriate and is greatly valued. Clients best interests will always be considered when caring for those living with Dementia or Mental health conditions.

CORE VALUES OF CARE		
PRIVACY	DIGNITY	RIGHTS
INDEPENDENCE	CHOICE	FULFILMENT

All Care Staff will be appropriately qualified to deliver the highest standards of care. A continuous staff training programme is implemented to ensure that these high standards are maintained in line with the latest developments in Care Practices as may be laid down in appropriate Legislation, Regulations and the Care Standards in England.

AGENCY REGISTERED PROVIDER

Responsible Individual:

Name: **Agnes Dunne (Sr Mary Thomas)**

Experience:	2008 - present	Head of Augustinian Care
	2001 - 2008	Home Manager, St Mary's Care Home
	1993 - 2001	Responsible Individual, St George's Retreat
	1984 - 1993	General Bursar, part of the Management Team for the Organisation
	1979 - 1984	Deputy Unit Manager, St Mary's Nursing Home
Qualifications:	RN1 RN2 Diploma Level 4 Care	
Address:	St George's Park Ditchling Common Ditchling East Sussex RH15 0US	
Telephone:	01444 259725	
Fax:	01444 248411	
Email:	stg@anh.org.uk	

Domiciliary Care Address: St George's Park
Ditchling Common
Ditchling
East Sussex RH15 0US

Domiciliary Care Telephone: 01444 259719

Emergency Mobile No: 07514 421 517

Fax: 01444 218411

TYPES OF SERVICES PROVIDED

The agency provides the following types of care:

Daytime Care
 Evening Care
 Domestic Services
 Laundry & Ironing Services
 Cleaning Services
 (The minimum visit length is half an hour)

RANGE OF CARE TASKS

The agency provides personal care, defined as follows:

Assistance with bodily functions such as feeding, bathing and toileting, and care falling short of assistance with bodily functions, but still involving physical and intimate touching, including activities such as helping a person to get out of a bath and assistance to get dressed.

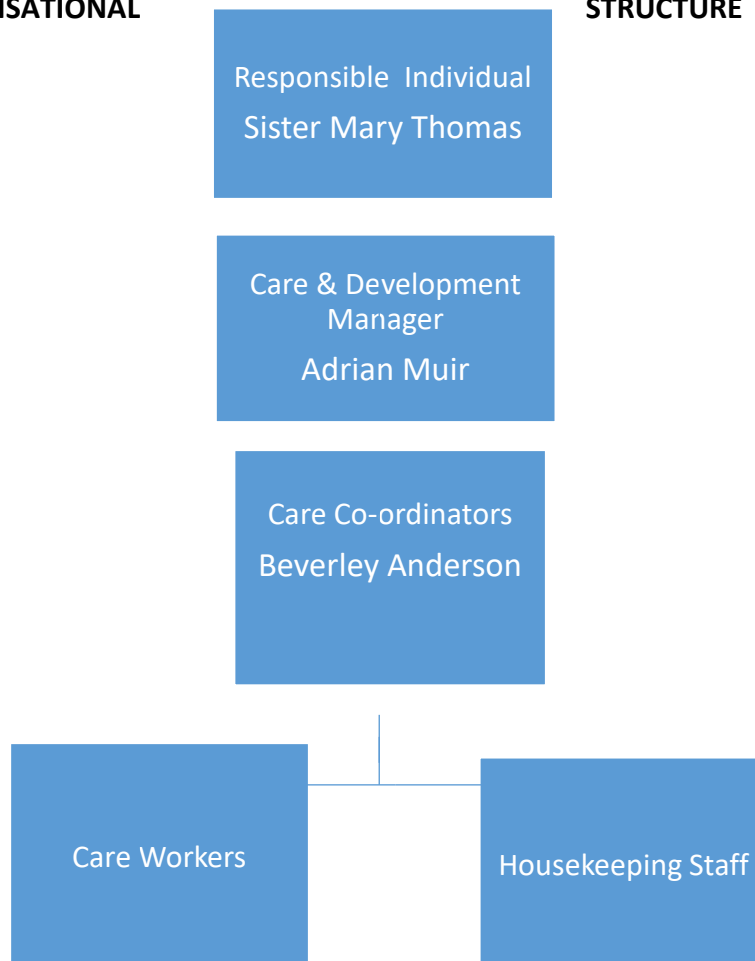
The agency also undertakes light domestic cleaning and housework, laundry, shopping, collection of pensions and assistance with paying of bills.

PEOPLE AND AGE FOR WHICH THE SERVICE IS PROVIDED

The agency provides care primarily for elderly people. The age range is 60 and over for new clients.

AGENCY ORGANISATIONAL

STRUCTURE



Details of staff and staff training:

The agency is overseen by the Care & Development manager, Care Coordinators undertake the day to day running of the Agency, care workers and housekeepers; the staff are selected for their qualities of reliability, integrity, skill, friendliness and professionalism. They are carefully screened and references are always checked thoroughly. During induction, all staff are trained by experienced qualified senior staff in the following critical subjects:

- Care of Conduct
- The Rights of Client's
- Health & Safety
- Food Hygiene & Safety
- Personal Care Tasks
- Care Workers Responsibilities
- Safeguarding Adults at Risk
- Whistle Blowing in the Workplace

All new staff will complete an induction that follows the Skills for Care guidelines. The agency insists that all care workers hold a minimum of or are working towards NVQ level 2 in Care. All new members of staff must agree to train to achieve this important qualification.

The agency also ensures that staff receive training courses for such topics as Food Hygiene, Moving and Handling, Care of the Elderly, First Aid and Drugs Practice etc.

CLIENT'S ASSESSMENT

A client assessment is carried out by the agency manager or senior carer prior to the delivery of personal care. In emergency situations, a provisional assessment may be made and delivery of a basic package of care commenced, subject to early completion of the assessment of care needs.

CLIENT CARE PLAN AND REVIEW

Client plans are normally prepared prior to commencement of delivery of personal care, in consultation with the prospective client. In emergency situations, a provisional plan may be prepared, subject to early completion of the plan in consultation with the client.

Once developed, the client's plan will be reviewed according to need and updated to reflect any changing needs and ensure that the objectives for health, personal and social care are actioned. Any plan is developed with the involvement of the client.

Clients and their relatives are always welcome to chat with a member of the Care Team if they have any concerns.

All amendments to the care plan will require authorisation of the Agency Manager or Care Co-ordinator; certain amendments may require the authorisation of the Client's GP or Social Services. All amendments to the Clients Plan are recorded in full.

COMPLAINTS

Queries about care may be raised with the care worker or the registered manager at any time and it is hoped that these will be resolved without delay.

If any person wishes to complain, the complaint should be directed to the senior carer or manager. All reported complaints either verbal or written will be acknowledged within forty eight hours.

Complaints cont. ...

Every effort will be made to resolve the complaint and to provide a full response to the complainant within twenty eight working days.

If after this investigation, the complainant is still not satisfied, or if they feel that the complaint is of a serious nature and wish to speak to a registration officer first, then you should contact the Registration Officer for Care Quality Commission Inspectorate (see page 7 of this document for the address and telephone number).

MONITORING AND QUALITY

The agency has been established with a quality-orientated approach to the business. A high degree of quality awareness is developed through continuous review of the care service we offer, training of staff and feedback from clients.

The monitoring of client satisfaction is considered to be an important indicator as to whether this agency is achieving its objectives of delivering a quality home care service and meeting all of the client's requirements.

We therefore rely on client's feedback on the services they have/are receiving and we have in place various forms and questionnaires that you or your relatives may be asked to complete.

NUMBER OF CONTRACTS PROVIDED

The agency supplies services to St George's Park and the surrounding area.

It seeks to provide care to both private clients or through various Social Services Contracts.

CANCELLATION OF SERVICES

On occasions we may be requested by your service purchaser to cancel a visit: where this is the case we will do our utmost to advise you of this and also seek clarification from your purchase provider the reason why, so that we can pass this on to you.

If we are employed by the client directly then we will give a minimum of 7 days' notice of our intention.

CESSATION OF PROVISION OF SERVICES

It is hoped that the agency and client will enjoy a mutually beneficial partnership and our policies and procedure are set up to encourage a free, open and transparent communication process.

We do however, reserve the right to give 48 hours' notice to stop providing a service where we believe that we are no longer able to meet the needs of the individual or for the protection of our staff. Our terms and conditions are explained in full in the client's agreement.

CHARGES FOR CARE

Charges for care are available in our Domiciliary Care leaflet. The minimum charge is for an hour accumulated over a period from midnight to midnight (24 hour period) and thereafter is charged at 30 minute intervals.

In the very unlikely event that we are unable to meet our obligations no charge will be made. Staff will require that the client signs their time sheet to indicate that a service has been provided for the time specified.

SAFEGUARDING YOUR PROPERTY

The agency recognises that vulnerable people living in the community should be protected by robust policies and procedures: to help us achieve this we have in place procedures covering key holding, gaining entry to clients' property, dealing with clients' money and valuables. If you would like a copy of these then please ask the Manager.

MEDICATION – WHAT WE CAN DO FOR YOU

We can assist clients with medication so they can self-administer – full details are in our medication policy. Agency staff are trained to administer medication. These must be prescribed and detailed on MAR sheets for auditing.

CONDUCT OF THE AGENCY

The Agency will ensure that it manages the agency in a proper manner and will comply with the requirements as laid out in the regulations.

DETAILS OF THE ORGANISATIONS INSURANCE COVER

The agency is covered by the following insurance cover:

- a) **Public Liability Insurance:** Up to £5 million for an accident and unlimited number of accidents in the period of insurance.
- b) **Medical Malpractice:** Up to £2 million for any one person and £5 million in total in the period of insurance.

USEFUL NUMBERS AND ADDRESSES

Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Tel: 03000 616161
Fax: 03000 616172