

DOMICILIARY CARE AGENCY



STATEMENT OF PURPOSE

Care of Excellence Domiciliary Care Agency

Unit 21 Rural Enterprise Centre

Ludlow Eco Park

Ludlow

Shropshire

SY8 1FF



Telephone: 01584 838413

07398227420

Email: enquiries@careofexcellence.co.uk

Aims and objectives

Care of Excellence aim to provide a high quality domiciliary home care and support service to people who need assistance to meet their social and personal needs. We will assist our clients in a holistic approach to service delivery. This will ensure the individuality of each person's plan of care is developed to put the person at the centre of care within their preferred life style, enabling them to live safely and as independently as possible. The ultimate aim is to continually provide a superior, flexible and personalised home care service to best fit individual needs.

Care of Excellence aims to provide the following services;

- 🏠 Assistance with Personal care e.g. washing, showering, bathing, toileting, and all other grooming needs
- 🏠 Assistance with shopping
- 🏠 Offer respite for regular carers to have a break
- 🏠 Overnight Care
- 🏠 24hr Live-in Care
- 🏠 Palliative Care
- 🏠 Help to look after pets
- 🏠 Dementia Care
- 🏠 Convalescence & Post-operative Care
- 🏠 Medication support and Prompting service
- 🏠 Assistance to access the local community e.g. leisure activities, social networks, maintaining family links and shopping & Companionship
- 🏠 Assistance with domestic services such as housework, laundry and ironing
- 🏠 Assistance with meal planning and preparation
- 🏠 Assistance with range of motion activities and exercises
- 🏠 Budget management e.g. pension collection and assistance with bill payment
- 🏠 Assistance with any other specific tasks that have been identified and agreed during the assessment process
- 🏠 Assistance with appointments e.g.; hospital and GP
- 🏠 DIY and handyman service



Principles

- 🏠 We aim to provide a person centred care service, focusing on the needs and desires of our Service Users by actively listening to them in order to provide tailored individual care packages.
- 🏠 We aim to provide an extensive care package, working in collaboration with other agencies in order to promote the needs,
- 🏠 Aspirations and preferences of our Service Users. Empowering them as individuals in order to achieve their full potential.
- 🏠 We aim to ensure that the assessed needs of our Service Users will be based on thorough assessment of needs. And the structured and on-going plan of care for each Service User made in collaboration with the Care managers and other health care professional. Allowing each Service User to have a copy of their own personal care plan which sets out how the service will be delivered to ensure that desired outcomes and choices of life styles are supported and maintained and remain flexible to adapt to changing needs.

-  We will achieve this by enlisting the support of all relevant other professionals services and organisations that may be necessary from time to time, according to the defined needs of the Service User. Close Liaison with community teams (including if necessary Mental Health, Learning disabilities ,GP Surgery's, Community Nurses and Community Psychiatric Nurses).
-  We aim to specialise in a supportive Service to Services Users with Dementia, using a flexible approach and continuity of care that focuses on how we will meet our Service Users aspirations. We will give adequate time to deliver the service allowing us to achieve positive outcomes and promote independence and a sense of value, which allows the wellbeing of the service User enabling them to feel in control and to operate within their capabilities and looks to improve quality of life allowing them to remain in their own environment for longer.
-  The social and spiritual needs of the individual will be met by maintaining developing relationships with family friends and social networks. It is our aim to encourage Service Users to be as independents as possible but with the assistance available as required, according to their needs .We particularly encourage the use of independence advocates wherever possible. We are keen to maintain and improve on individual's quality of life.
-  Care of Excellence are happy to provide care services to privately funded Service Users as well as service users who have individual Budgets, ranging from direct payments through to individual services funds and services purchased by the local Authority.
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We aim to use a number of methods to monitor our performance and gather feedback on the service we provide this includes the following;

Questionnaires will be given to families and services Users where appropriate for them to provide feedback on their experiences of working with Care of excellence.
-  Annual stake holder's feedback survey:

Care of Excellence will complete an annual stakeholder feedback survey .This will consult our stakeholders where appropriate in order to form a detailed picture of how our service is performing and what challenges and opportunities we face as a business. The survey will also look at what areas we can focus on to improve the service we provide. In addition to these methods Care of excellence will keep stakeholders informed of the care package we are providing so they can freely communicate their views with us and gain feedback about the service they are receiving and how this can be reviewed.
-  We will ensure that Service Users who use this service are protected from all forms of abuse.
-  We will ensure all nutritional needs are met.
-  We will strive to retain as much privacy and dignity as possible for our Service Users by being as discreet as possible with personal care, communication and confidentiality and treat them with the up most respect. Where decisions are being made on behalf of the Service User we will try to restrict that persons rights of freedom of action as little as possible and take into account any known wishes and beliefs of the service Users personal choice.
-  We will strive to ensure that no one will be disadvantaged because of any disability and ensure opportunities will be equal for all.

We Provide Services for the following people:

- Specialising in supporting people with Dementia, Alzheimer's Disease. (Earlier interventions through to palliative care).
- Older People (Over 65)
- People with Physical Difficulties and Disabilities
- Palliative Care
- People with Mental Health Problems
- People with Hearing and Eyesight Difficulties
- Adults (over 18 years)

Equipment

Care of excellence LTD will provide the appropriate protective gloves and aprons to support our Team members. It will be your responsibility and/or the Local Authority Social Services department, Community District nurse Team to provide all other necessary equipment e.g. hoists, commode, bath seat etc.. It is also your responsibility or the above to maintain such equipment in good working order.

The responsible Person and registered manager for Care of Excellence is;

Mrs Suzan Reeves
Care of Excellence
Unit 21 Business Centre
Ludlow Eco Park
Ludlow
Shropshire SY8 1FF

Telephone: 01584 838413 Mobile - 07398227420

Email; enquiries@careofexcellence.co.uk

Qualifications:

ILM 5 Management
ILM 5 introductory Diploma in Management
NVQ 4- Registered Managers Award
NVQ 4 Care
NVQ 3 continuing Care
NVQ 2 Care

Experience

Suzan Reeves has many years' experience working as a health care practitioner. She has spent the last 14 years at senior management level running successful residential care businesses. Suzan has spent 7 years as General Manager working within a local residential home also specialising in dementia. Suzan continually strives to increase her education in order to provide the best level of care, recognising the importance of knowledge this allows strong bonds within multi-disciplinary teams and a deep understanding and empathy with their individual needs.

Care Manager

Mrs Lucille Oliver

Qualifications:

NVQ level 4 care

NVQ level 3 Care

NVQ level 2 House keeping

ILM Level 3

Experience

Lucille has over 9 years' experience within the care sector .In this time she has gained a wide range of experience, skills and qualifications. She has spent the last 3 years as Assistant manager in a local Care Home providing support to the General Manager. Lucille has many achievements one taking credibility for her role and achieving Dementia carer of the year 2011 with SPIC Care Awards.

Both Managers, who are experienced in the provision of Home Care settings, will manage the Service on a daily basis. The level of expertise and experience between them in the provision will promote stability and continuity in the service offered and the value base required to develop the service in a professional and flexible way.

Employees:

- Staff recruitment is rigorous and all potential staff requires a CRB check (applications are checked via the criminals Records Bureau), ISA first check, and at least two carefully cross-checked references. All new staff will be interviewed by the Managers before employment.
- We recognise that for most of our service Users the important people within our organisation are the care and support workers with who service Users will have regular contact. We will ensure that great care is taken when recruiting, training and supervising our staff.
- All staff will undertake a wide range of training that will include the following;
 - First Aid
 - Fire training
 - Food Hygiene
 - Manual Handling
 - Medication Administration
 - Protection of vulnerable adult training
 - Infection control
 - Dementia Training
 - NVQ levels 2 and 3 in Health and social care.
 - All staff will take part in the supervision and appraisal scheme
 - Palliative care

Complaints procedure

Whilst Care of excellence will always endeavour to provide a high quality service, should a Service user or their appointed representative have cause to make a complaint we will investigate it rigorously. Any complaint received will be thoroughly investigated in a timely manner.

Complaints can be made verbally or in writing. Verbal complaints should be made to either of the Senior Managers. (Mrs Suzan Reeves or Mrs Lucille Oliver). Where we receive a written complaint we will endeavour to acknowledge this in writing within 7 days of receipt and a formal response given within 28 days.

The managers will ensure that any complaints are recorded on a complaints investigation form. This will include a detailed record of the complaint, details of the investigations, outcomes and any action taken

If at the end of our complaints investigation you are still unsatisfied that it has not been resolved to your expectation, you can forward your complaint;

The care Quality Commission

West Midlands Regional Office

77 paradise circus,

Queensway, Birmingham

B2 4UZ

Telephone 01216005300

Fax 01216005351

Email; enquires@cqc.org.uk

If the complaint is still unresolved then the next step would be to write to:

The Local Ombudsman

Commission for Local Administration

The oaks

Westwood way

Westwood Buisness Park

Coventry

CV48

CARE OF EXCELLENCE

If you would like to make a compliment, comment or complaint, please use this form and complete the following information and send it to either of the managers (Mrs Suzan Reeves or Mrs Lucille Oliver).

Name.....

Address.....

.....

.....

Telephone number

Service Users Name

Name of person completing this form

Date.....

Please indicate one of the following:

- Compliment
- Comment
- Complaint

Please list details and feel free to continue on a separate page if necessary

Insurance Details



Care of Excellence LTD holds insurance cover provided by Bluefin underwritten by AXA in compliance with regulation 23 (2b) – The Domiciliary Care agencies Regulations 2002.

Insurance cover Includes

Public Liability - £10,000,000

Products Liability - £10,000,000

Abuse - £10,000,000

Employers Liability-£10,000,000

Disclaimer

Care Of Excellence LTD Care Team will always, whilst providing care to all who use our service, treat their property and possessions with the upmost respect. However, on occasions breakages and accidental damage can occur. You are therefore advised that we recommend to Service Users that breakages and damage should be processed through your own building and content insurance.