

Statement of Purpose
Able Living Care Services
Tel: 01625 875865

Able Living Care Services's Statements of Purpose

Welcome:

Able Living Care Services Ltd is a domiciliary care business set up to meet the needs of local people in and around the Poynton area. Whilst the business itself may be relatively new, the experience and passion and enthusiasm of the Able Living management and staff are second to none.

AIMS & OBJECTIVES OF Able Living Care Services

The aim of our service is to enable Clients to remain as independent as possible while being cared for at home in such a way that their dignity, privacy and choices are given the highest priority and they are treated in a respectful manner at all times.

Our objectives are:

- Our care staff will lead the way to teaching good methods to the next generation of carers.
- We want to put a new emphasis on helping people achieve and maintain independence wherever possible.
- Contribute to the safety and wellbeing of people who might otherwise struggle to look after themselves.
- Reduce the social isolation and anxiety associated with physical and mental ill-health.
- Offer support to informal carers, either by helping them regularly with different tasks or providing respite care.

Support objectives

- Always respect our service users by developing a positive image with them and respect the way in which they chose to live.
- Always maintain confidentiality.
- Always promote the service users' dignity, self respect and independence, encouraging them to make choices about their lives.
- Always act with honesty and integrity.
- Always enable the service user to participate in all decisions regarding the care we provide.
- Always act in a professional manner to both service users and our colleagues.
- Be proud to work as a team.
- Share learnings & experiences openly and promote a process of continuous improvement.

Details of Registered Provider, Nominated Person and Registered Manager

Registered Provider:

Name: Able Living Care Services Limited

Address: 49a Park Lane Poynton Cheshire SK12 1RD

Nominated Person:

Name: David Jacks

Address: Able Living Care Services Limited, 49a Park Lane, Poynton, Cheshire, SK12 1RD

Qualifications: HND in Electronics and Engineering.

Registered Manager:

Name: Sarah Wildon

Address: Able Living Care Services 49a Park Lane, Poynton, Cheshire, SK12 1RD

Qualifications:

Staff Profile

Staffing

We are aware that the agency's staff will play a very important role in the service users' welfare. To maximize this contribution, we will do the following:

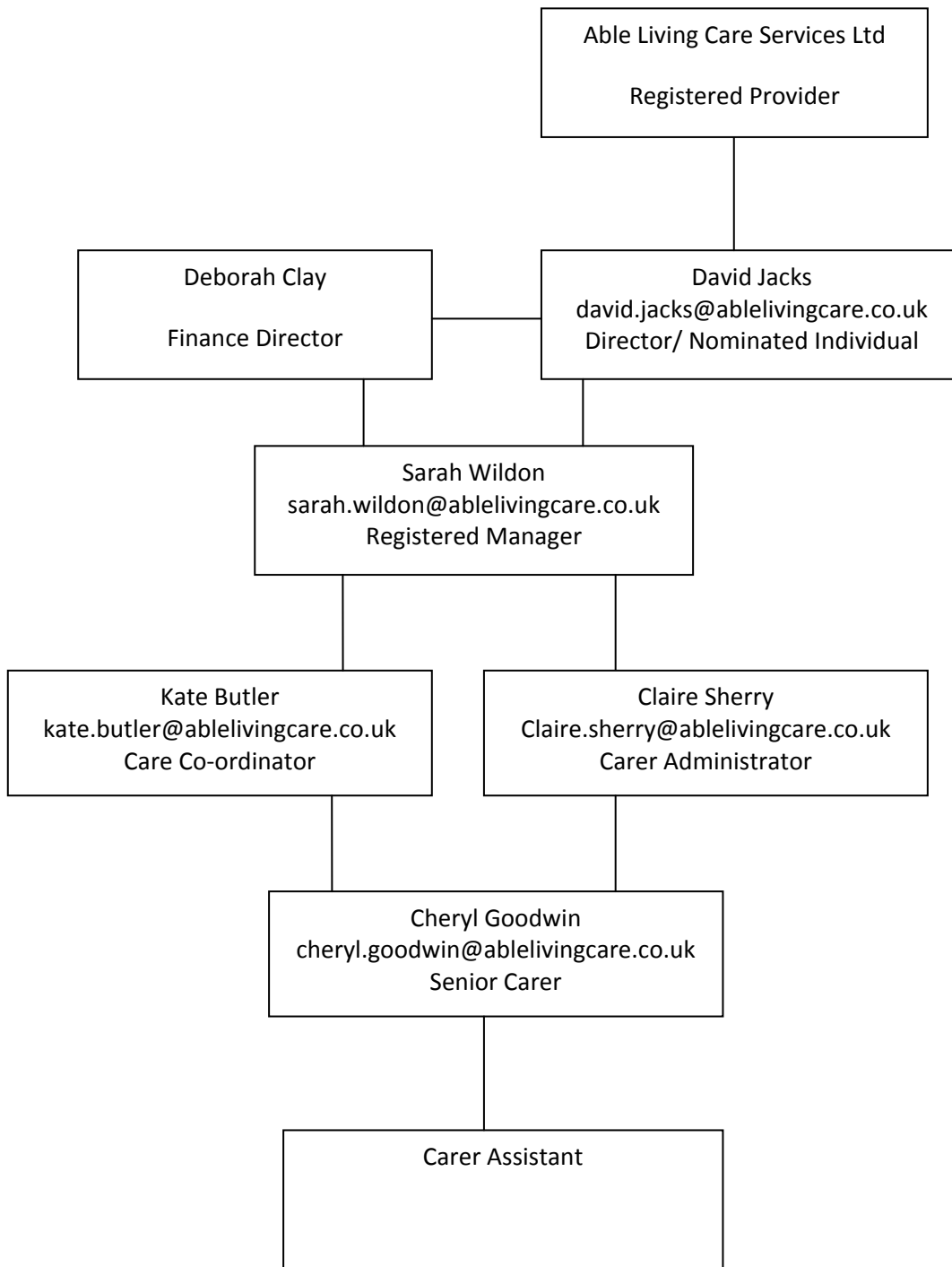
- Employ staff who are skilled and experienced in all areas of personal care.
- Provide at all times an appropriate number of staff with qualifications in health and social care to ensure that contracts can be met.
- Observe recruitment policies and practices, which both respect equal opportunities and protect the service user's safety and welfare.
- Contract our staff to a range of training, which is relevant
- Provide our staff access to the NVQ programme

Management and Administration

We know that the leadership of the agency is critical to all its operations. To provide a leadership of the quality required, we will do the following:

- Always engage as Registered Manager a person who is qualified, competent and experienced for the task.
- Aim for a management approach, which creates an open, positive and inclusive atmosphere.
- Install and operate effective quality assurance and quality monitoring systems.
- Work to accounting and financial procedures, which safeguard service user's interests.
- Supervise and appraise all staff and voluntary workers regularly and carefully.
- Keep up-to-date and accurate records on all aspects of the agency and service users.
- Ensure that health, safety and welfare of service users and staff are promoted and protected.

Organisation of the The Agency



Description of Our Services and Facilities

Services offered:

The following services are provided at The Agency's location:

Domiciliary care service

The following regulated activities apply to services provided by The Agency:

Personal Care

The Agency provides services for the following bands of Service User:

Older people

Adults

Physical disability

Sensory impairment

Dementia

The following Care and Support Services are provided by The Agency:

Alzheimer's

Cancer Care

Palliative Care

Visual Impairment

Speech Impairment

Convalescence

Respite Care

Service User Care Plans are reviewed on an individual basis, according to assessed need, but at least every month.

Therapeutic Activities

Able Living Care Services has a policy of promoting the maintenance of Service Users' normal social network and social activities. The Service User's Care Plan includes a facility for recording life history, social networks and contacts, and preferences for activities and hobbies in order that the Service User is offered access to those networks and activities which are appropriate and desired.

Making a Complaint and Giving Compliments

We believe that complaints and compliments are a valuable indicator of the quality of our service, and an opportunity to improve that quality. We assure all Service Users that no-one will be victimised for making a complaint, we encourage Service Users to instigate the complaints procedure whenever they feel that this is necessary. We do not wish to confine complaints to major issues. We encourage Service Users to comment when relatively minor matters are a problem to them, such as receiving cold food, or being kept waiting without explanation, or being spoken to in a manner that they do not like. It is our policy that all matters which disturb or upset a Service User should be reported, recorded, and corrective action should be taken. Only in that way can we work towards meeting our aim of continuously improving our service.

Our commitment is that:

- All complaints will be taken seriously;
- All complaints will be acted upon with fairness and impartiality;
- You will receive a response within 24 hours of the complaint being made, and a final reply within 28 days;
- If the complaint is upheld, you will receive a written apology and appropriate action will be taken to rectify the complaint, and you will be informed of what that action is;

- Service Users are entitled to involve an impartial third party in the complaint procedure if they so wish.

Service Users and their representatives may take their complaints to persons in authority outside The Agency. For Service Users funded all or in part by Social Services or the Primary Care Trust, complaints may in the first instance be directed to them. For privately funded clients, a range of advocacy services are available locally and they will be happy to help you deal with the complaint. In the event of a serious issue and complaint, you should contact the CQC.

Addresses:

Director of Social Services: Tel: 0300 123 5010	Care Quality Commission: Care Quality Commission (CQC) National Correspondence Citygate, Gallowgate Newcastle upon Tyne NE1 4PA Tel: 03000 616161 Fax: 03000 616171
Local Primary Care Trust: East Cheshire NHS Trust	The Local Government Ombudsman PO Box 4771 Coventry. CV4 0EH Tel: 0845 602 1983 or 024 7682 1960 Fax: 024 7682 0001 advice@lgo.org.uk

Advocates

Service Users have the right to access external agents who will act in their interests to help them solve problems, discuss concerns etc. The Registered Manager will be happy to provide information on local advocacy groups and other support networks.

Some of those currently known to us are:

Age UK Cheshire East can provide assistance on advocacy. Tel: 01625 612958

Cheshire Centre for Independent Living Tel: 01606 331853

Arrangements for your voting rights can be made through the:

Cheshire East Council Elections office on 0300 123 5016

Other documents

You are invited to review the latest CQC inspection report on the establishment, and the latest summary of Service Users' and Service Users families' views on the Services offered. These are not included in this pack because they rapidly become out of date.

Date:

Details of complaint:

The outcome that you expect:

Your name:

Signed:

Date received:

Received by (sign):

Privacy and Dignity

We aim to respect your privacy and dignity at all times. Please speak out, or speak to the supervisor or Registered Manager if your privacy or dignity is not being respected.

Service Users' privacy:

- All Service Users have the right to be alone or undisturbed and to be free from public attention or intrusion into their private affairs. The agency staff are guests in the property of the Service User.
- Staff will enter a Service User's property and rooms within the property only with express consent.
- Staff of the agency respect the rights of Service User' to make telephone calls without being overheard or seen by a worker.
- Records will be designed, used and stored so as to assure privacy. Legislative controls over records, such as the Data Protection Act, will be adhered to, and the Service User's explicit permission in writing will be sought before information is passed to any person other than those directly concerned with the care of the Service User.
- Records will be made available to the Service User's principal Carer and family according to the wishes of the Service User.

Service User's dignity

- Your dignity is a matter of prime importance to us, and all staff receive training in this area.
- You will be asked for the name by which you wish to be addressed, and this name will be recorded on your Service User Plan and used by all staff. You are perfectly entitled to ask that your principal carers use one name, and others use another name. The level of familiarity is under your control. In the absence of information to the contrary, staff will address you formally, using your title and surname.
- Staff are trained to be sensitive to your feelings when in company.
- The agency seeks to reduce any feelings of vulnerability which Service Users may have as a result of disability or illness.