

## AR23 - Statement of Purpose



**CARE**connect  
Home Care Services

### Statement of Purpose

**Care Connect Homecare Services  
Suite 7 Brenton Business Complex  
Bond Street  
Bury  
Lancashire  
BL9 7BE**

**Tel: 0161 763 4228**

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### Care Connect Homecare Services's Statements of Purpose

#### AIMS & OBJECTIVES OF Care Connect Homecare Services

Care Connect Homecare Services was established in 1990 to care for elderly people, and for younger adults with physical disabilities in their own homes. The age range is eighteen and over for new service users. In June 2002 it was taken over by Sher Khan and Lynne Mills.

Our aim is to provide, to the community, an excellent domiciliary Care Service to private individuals and to be recognised as a "preferred provider" with the local authority Social Services.

#### Our Aims

1. To provide a first class, comprehensive, professional domiciliary care service thus enabling service users to remain in their own home for as long as possible.
2. To provide tailored, individual, service-user centred holistic care to all service users, taking into account their wishes and needs and bearing in mind family and informal carers' wishes and needs.
3. To provide service users with a safe, consistent, respectful, high standard of care within their own home.
4. To maintain confidentiality, privacy and dignity whilst encouraging independence and physical well-being for all service users.
5. To provide all staff with relevant, high standard, quality induction and annual update training and to encourage ongoing personal development.
6. To run a profitable business to the benefit of all staff and service users, enabling growth and improvements in the service provided.

The agency provides the following types of care:

- Daytime Care
- Palliative Care
- Night Care Support
- Domestic cleaning
- Shopping Service

#### Welcome

Care Connect Homecare Services is registered with Care Quality Commission (CQC) to provide care for elderly people, and for younger adults with physical disabilities in their own homes.

We provide care in the following areas of Bury Lancashire:

Ramsbottom  
Holcombe Brook  
Greenmount  
Tottington  
Brandlesholme  
Ainsworth  
Radcliffe  
Manchester Road (Bury)  
Walmersley  
Fairfield Area  
Whitefield

#### Support Objectives

The Agency aims to: \*Offer skilled care to enable peoples supported by us to achieve their optimum state of health and well-being. \*Treat all people supported by us and all people who work here with respect at all times. \*Uphold the human and citizenship rights of all who work and visit here and of all Service Users. \*Support individual choice and personal decision-making as the right of all Service Users. \*Respect and encourage the right of independence of all Service Users. \*Recognise the individual uniqueness of Service Users, staff and visitors, and treat them with dignity and respect at all times. \*Respect individual requirement for privacy at all times and treat all information relating to individuals in a confidential manner. \*Recognise the individual need for personal fulfilment and offer individualised programmes of meaningful activity to satisfy that need of Service Users and staff.

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### Details of Registered Provider, Nominated Person and Registered Manager

#### Registered Provider:

- » Name: Mr Sher Azam Khan & Mrs Lynne Mills
- » Address: Suite 7 Brenton Business Complex  
Bond Street  
Bury  
Lancashire  
BL9 7BE
- » Experience:

Lynne Mills is the Registered Manager. Lynne has over 26 years' experience in all aspects of managing domiciliary care company. Lynne qualifications include Level 4 Qualification in Management (Health and Social Care). Lynne is also a Member of the Institute of Management.

Sher Khan is the Responsible Person. Sher has over 15 years' experience in all aspects of managing domiciliary care company. Sher Qualifications include Degree, Master's Degree, and NVQ 4 in Business Management. Sher is also a Member of the Institute of Management.

#### Nominated Person:

- » Name: Sher Khan
- » Address: Care Connect Homecare Services, Suite 7 Brenton Business Complex  
Bond Street  
Bury  
Lancashire  
BL9 7BE
- » Experience: Sher has over 15 years' experience in all aspects of managing domiciliary care company. Sher Qualifications include Degree, Master's Degree, and NVQ 4 in Business Management.

#### Registered Manager:

- » Name: Mrs Lynne Mills
- » Address: Care Connect Homecare Services, Suite 7 Brenton Business Complex  
Bond Street  
Bury  
Lancashire  
BL9 7BE
- » 07718526010
- » Qualifications: Level 4 Management (Health & Social Care).
- » Experience: Lynne has over 26 years' experience in all aspects of managing domiciliary care company.

#### Staff Profile

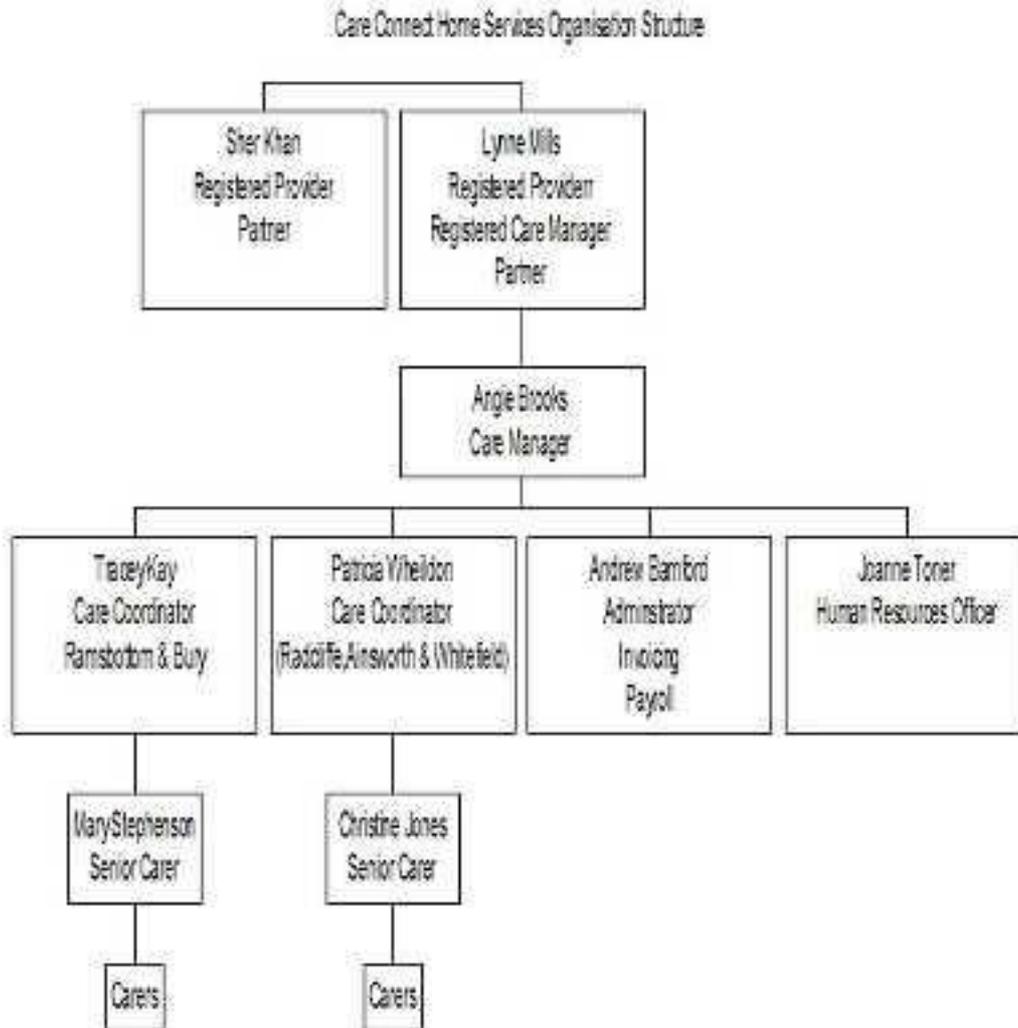
The staff allocated to support you will be chosen in order to match their skills with your needs, and also to minimise travelling distances in order to support good time attendance. In addition to the direct support staff the Registered Manager works 40 hours per week, most of which should be in addition to the levels displayed. In certain circumstances the manager may be included within the staffing levels described. Staffing levels may be changed at the discretion of the Manager if there are particular needs. Care staff work on a rota system which ensures that the service is staffed by the appropriate number and skill mix, including weekends and public holidays. New employees are inducted to National Training Organisation standards within 12 weeks of

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employment. We manage and train our employees with the aim that all of our carers are offered to achieve QCF level 2. All other employees receive the training appropriate to their work, for example Food Hygiene for catering staff. All employees receive annual training in health and safety matters such as moving and handling, fire awareness and procedures, adult protection issues, and a range of other matters.

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### Organisation of the The Agency



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### 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:

- » Learning disabilities or autistic spectrum disorder
  - Older people
  - Adults
  - Younger adults
  - Mental health
  - Physical disability
  - Sensory impairment
  - Dementia

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

- » Alzheimer's
- Cancer Care
- Palliative Care
- Epilepsy
- Auditory Impairment
- Motor Neurone Disease
- Multiple Sclerosis
- Parkinson's Disease
- Stroke
- Visual Impairment

Service User Care Plans are reviewed on an individual basis, according to assessed need and regulatory and contractual requirements.

### Therapeutic Activities

Care Connect Homecare 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:

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- » 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 Clinical Commissioning Group, 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.

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### Addresses:

<b>Director of Social Services:</b>  <b>Department of Communities &amp; Wellbeing</b> <b>Floor 1, 3 Knowsley Place</b> <b>Duke Street</b> <b>Bury</b> <b>BL9 0EG</b> <b>Tel: 0161-253 5000</b>	<b>Care Quality Commission:</b> <b>Care Quality Commission (CQC)</b> <b>National Correspondence</b> <b>Citygate, Gallowgate</b> <b>Newcastle upon Tyne NE1 4PA</b> <b>Tel: 03000 616161</b> <b>Fax: 03000 616171</b>
<b>Local Clinical Commissioning Group:</b>  <b>NHS Bury CCG</b> <b>21 Silver Street</b> <b>Bury</b> <b>BL9 0EN</b> <b>Tel: 0161 - 762 3100</b>	<b>The Local Government and Social Care</b> <b>Ombudsman</b>  <b>PO Box 4771,</b> <b>Coventry CV4 0EH,</b> <b>Tel: 0845 602 1983 or 024 7682 1960,</b> <b>Fax: 024 7682 0001,</b> <b>advice@lgo.org.uk</b>

### 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:

» Advocacy Experience

Telephone: 01942 603 826  
Fax: 01942 607 666

» Independent Mental Health Advocacy (IMHA)

The Mind Wellbeing Centre  
3-11 Drake Street  
Rochdale  
OL16 1RE

Telephone Number: 01706 752344  
E-mail: [advocacyrochdale@rochdalemind.org.uk](mailto:advocacyrochdale@rochdalemind.org.uk)  
Text: 07517 871064

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### Arrangements for your voting rights can be made through the:

Electoral Registration Office  
Town Hall  
Knowsley Street  
Bury  
BL9 0TX  
Tel: 0161 - 253 5252  
Fax: 0161 - 263 5248

### 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. A copy of each will be given to you on the service commencement

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subsequently published on the notice board in The Agency, and copies are available from the manager at any time.

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### Complaints Form

Date:
Details of complaint:
The outcome that you expect:
Your name:
Signed:
Date received:
Received by (sign):

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### 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 User's 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 staff of The Agency are guests in the Service User's residence.

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.

### Key Lines of Enquiry Table

Key Line of Enquiry	Supporting
E1 - Are peoples needs and choices assessed and care, treatment and support delivered in line with current legislation, standards and evidence-based guidance to achieve effective outcomes?	✓
E4 - How well do staff, teams and services within and across organisations work together to deliver effective care, support and treatment?	✓
W3 - How are the people who use the service, the public and staff engaged and involved?	✓
W4 - How does the service continuously learn, improve, innovate and ensure sustainability?	✓

**Note: All QCS Policies are reviewed annually, more frequently, or as necessary.**

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