

**CARE CONNECT BURY LTD**



**PROFESSIONAL HOME CARE SERVICES**

## **Statement of Purpose**

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

**Tel: 0161 763 4228**

<b>Review Date</b>	<b>28.09.2020</b>
<b>Amended Date</b>	

## **Statements of Purpose**

Care Connect Bury Ltd 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 Customers. In June 2002 it was taken over by Sher Khan.

## **Aims and Objectives**

1.To provide services in the home of the Customer whenever required and, in the manner, requested.

2.To provide a first class, comprehensive, professional domiciliary care service thus enabling Customers to remain in their own home for as long as possible.

3.To provide tailored, individual, service-user centred holistic care to all Customers, taking into account their wishes and needs and bearing in mind family and informal carers' wishes and needs. Every care plan is fully adaptable to meet the ever-changing needs of the Customer. No detail is too small to warrant a change. It is realised that the small attentions to detail are important to Customers and therefore it is essential that all wishes, and preferences of Customers are noted and considered. Care Connect Bury Ltd Services develop their care plans to be outcome driven and therefore are created with flexibility to suit the individual.

4.To provide Customers with a safe, consistent, respectful, high standard of care within their own home. At all times, Care Connect Bury Ltd Services believes that the rights of the Customer are paramount.

5.To maintain confidentiality, privacy and dignity whilst encouraging independence and physical well-being for all Customers.

6.To provide all staff with relevant, high standard, quality induction and annual update training and to encourage ongoing personal development.

7.To run a profitable business to the benefit of all staff and Customers, enabling growth and improvements in the service provided.

8.Care Connect Bury Ltd Services' policies and procedures are written in compliance with the Health and Social Care Act 2008, Care Act 2014 and the Care Quality Commission's Essential Standards of Quality and Safety.

## **Nature of the Services Provided**

Care Connect Bury Ltd Services exists to bring helpful and friendly care services to Customers living in their own homes. Our registration with the Care Quality Commission enables us to provide care in the following regulated activity, as defined in the Health and Social Care Act 2008 and Care Act 2014.

## **Personal Care**

**Care Connect Bury Ltd provide services to people age 18+ in the following groups:**

- Frail and vulnerable adults
- People with dementia
- People with mental health problems
- People who have physical disabilities
- People with sensory impairment
- People with illnesses (including end of life care)
- Adults who are recovering from illness
- Adults with learning difficulties

**Care Connect Bury Ltd Services offers a variety of Home Care services tailored to meet individual needs. These include:**

- Personal care and support (including getting up, toileting, bathing, washing and dressing)
- Overnight sleep-over stay/waking night
- Sitting and companionship support
- Overseeing medication
- Food/meals preparation
- Shopping/collecting prescriptions or pensions
- Dementia care
- Alzheimer's
- Auditory Impairment
- Visual Impairment
- Hospital discharge and support

- Rehabilitation aftercare at home
- Respite care
- Palliative care
- Cancer Care
- Parkinson's Disease
- Motor Neurone Disease
- Stroke
- Multiple Sclerosis
- Epilepsy
- Help with learning, physical and sensory disabilities
- Attend appointments
- Escorted outings
- Administrative tasks / form filling or letter writing
- Laundry and general housework
- Pet care/dog walking
- Gardening and home repairs

**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

**Service Hours**

- Home Care between 07.00 and 22.00 hours.
- A sleeping/waking night service between 22.00 and 07.00 hours.
- Live-in Care

**Support Objectives**

- All people who are supported by and work at Care Connect Bury Ltd Services and all people who visit will be treated with respect at all times.
- We aim to offer skilled care to enable people who we support to achieve their optimum state of health and well-being.
- We uphold the human and citizenship rights of all who are supported by us and work for the Company.
- Individual choice and personal decision-making are the right of all Customers and will be supported by all the people who work for the Company.
- The right of independence will be respected and encouraged for all Customers.
- The individual uniqueness of Customers and visitors will be recognised, and they will be treated with dignity and respect at all times.
- The individual requirement for privacy will be respected at all times and all information relating to individuals will be treated in a confidential manner.
- We recognise the individual need for personal fulfilment and aim to offer individualised programmes of meaningful activity to satisfy the need of Customers.

### **Therapeutic Activities**

Care Connect Bury Ltd Services has a policy of promoting the maintenance of Customers' normal social networks and social activities. Each Customer's Care Plan includes a facility for recording life history, social networks and contacts as well as the preferences for activities and hobbies so that the Customer is offered access to those networks and activities which are appropriate and desired.

### **Customers' Privacy**

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 Customer'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 Customer.

### **Customers' Dignity**

Dignity is a matter of prime importance to the Company 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 Customer 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 Company seeks to reduce any feelings of vulnerability which Customers may have as a result of disability or illness.

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

#### **Registered Provider:**

**Name:** Care Connect Bury Ltd

**Address:** Suite 7 Brenton Business Complex Bond Street  
Bury Lancashire BL9 7BE

**Contact Number:** 0161-763 4228

**Email:** [s.khan@careconnectbury.co.uk](mailto:s.khan@careconnectbury.co.uk)

#### **Experience:**

Mrs Angela Brooks is the Responsible Person and Nominated Individual. Angela has over 30 years' experience in all aspects of managing a domiciliary care company

#### **Nominated Person:**

**Name:** Mrs Angela Brooks

**Address:** Suite 7 Brenton Business Complex Bond Street  
Bury Lancashire BL9 7BE

**Contact Number:** 0161-763 4228

**Email:** [a.brooks@careconnectbury.co.uk](mailto:a.brooks@careconnectbury.co.uk)

**Registered Manager:****Name:** Mrs Angela Brooks**Address:** Care Connect Bury Ltd Services, Suite 7 Brenton Business Complex Bond Street

Bury Lancashire BL9 7BE

07718526010

**Qualifications:** Registered Managers Award (RMA) Health & Social Care.**Experience:** Angela has over 30 years' experience in all aspects of managing a domiciliary care company**Contact Number: 0161-763 4228****Email:** [a.brooks@careconnectbury.co.uk](mailto:a.brooks@careconnectbury.co.uk)**Staff Profile/Qualifications**

A list of current staff and their qualifications is available on request and on display in the office. 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.

Care Connect Bury Ltd Services aims for all Customers to receive the best possible care and support, that will enable them to remain as independent, and to live as securely and as comfortably, as possible in their own home. Care Connect Bury Ltd Services endeavours to achieve this by providing an excellent and thorough Orientation and Induction Programme, ongoing specialist training and annual update mandatory training for all employees. This will enable all Customer's needs to be met to a high standard.

Care/Support workers are trained to a level that will enable them to provide an exceptional care service. All Care/Support Workers undertake a continual personal development programme. Care Connect Bury Ltd Services believes that by providing an excellent standard of on-going training the risks to Customers and to the employees are reduced.

The Care Connect Bury Ltd Services Care/Support Worker Training Programme for new Care/Support Workers has been developed in line with the relevant regulator and Skills for Care – Care Certificate.

The Care/Support Worker Training Programme begins with a four-day induction/orientation, which must be undertaken prior to Care/Support Workers carrying out any duties unsupervised.

The training will consist of a combination of:

- A formal course (four (4) days)
- Shadowing or working alongside a Team Leader or an experienced colleague (shadow-working must be included in orientation)
- Completion of a workbook, checklists and other forms of open learning, and
- During training use is made of audio-visual aids.

The Care Connect Bury Ltd Services Care/Support Worker Training Programme covers the Following topics:

- The nature of personal care and the basic skills required
- Core values
- Code of personal conduct
- Terms and Conditions of employment
- The requirements of legislation
- Policies and working practices of the organization
- Health and Safety training including the introduction to moving and handling, infection control, food hygiene, emergency first aid, abuse and fire procedures
- General health of Customers and the role of care staff in monitoring their health
- Communication skills

- Prevention of any form of abuse or exploitation of the person receiving the service - Safeguarding
- Anti-discriminatory practice, including cultural awareness
- Standards to which you should work
- Confidentiality
- Gifts and bequests
- Principal activities, which must not be undertaken
- Contextual knowledge about the organization
- Quality assurance and monitoring.

After completion of orientation and induction, Care/Support Workers will then, depending on prior qualifications/experience, follow a supervised twelve-week Care Certificate Programme, of training, which is undertaken by a combination of completion of workbooks, classroom tutor sessions and in-field observation.

**The Care Certificate Programme covers the following common induction standards:**

**The Standards:**

1. Understand Your Role
2. Your Personal Development
3. Duty of Care
4. Equality and Diversity
5. Work in a Person-Centred Way
6. Communication
7. Privacy and Dignity
8. Fluids and Nutrition
9. Awareness of mental health, dementia and learning disabilities
10. Safeguarding Adults

11. Safeguarding Children
12. Basic Life Support
13. Health and Safety
14. Handling Information
15. Infection Prevention and Control

All Staff must attend update training as required. This represents a significant investment and, as such, you will be required to sign a Training Agreement to authorise us to recover some or all of the costs of this training should you leave our employment.

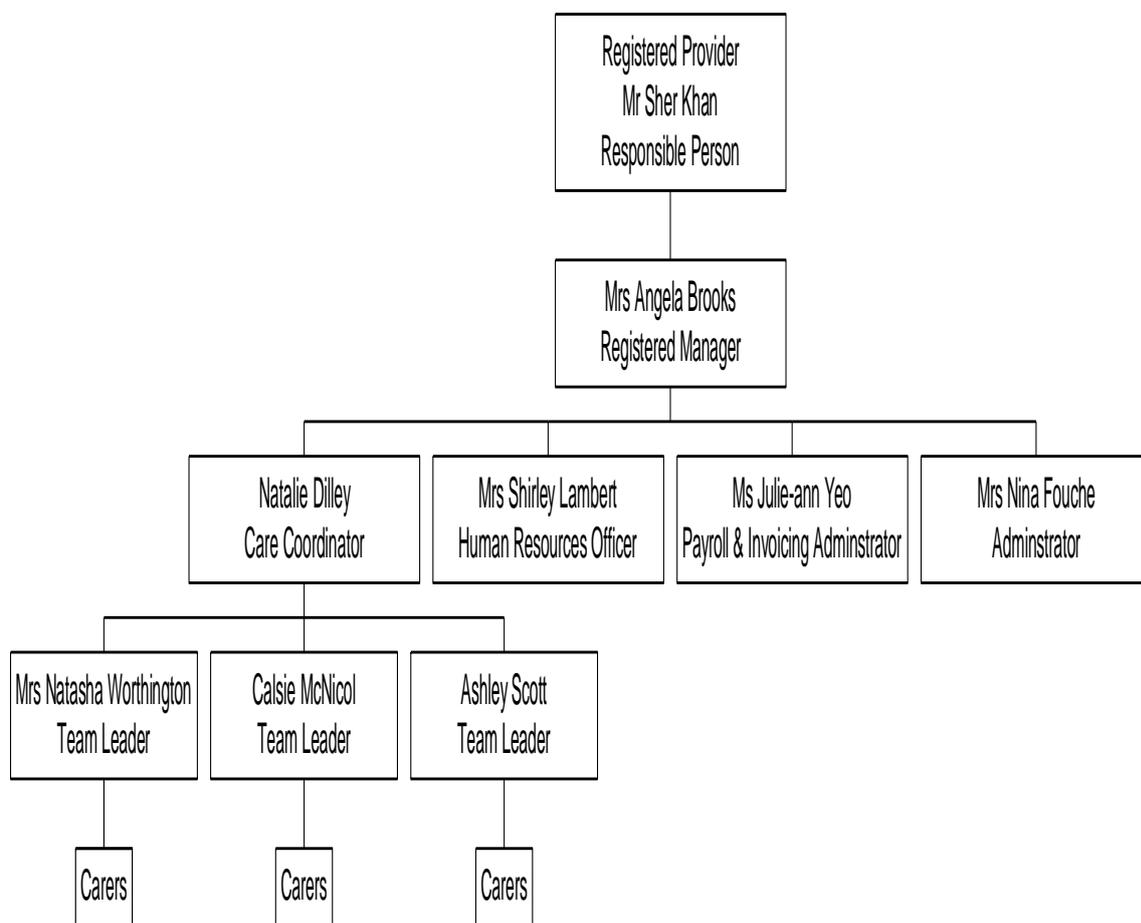
Care/Support Workers may, subject to appropriate funding being available, undertake Level 2 Diploma in Health and Social Care and will be encouraged to do so, with support.

The Registered Manager and Team Leader will undertake regular monitoring of Care/Support Workers to identify any further training requirements. On-going specialist training and/or awareness will then be provided for Care/Support Workers, to meet the particular needs of the Customers they care for.

Topics requiring specialist training and/or advice may include:

- Older people with complex health and care needs
- People with terminal illness
- People who have had a stroke

## Organisation Chart



## **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 Customers that no-one will be victimised for making a complaint, we encourage Customers to instigate the complaints procedure whenever they feel that this is necessary. We do not wish to confine complaints to major issues. We encourage Customers 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 Customer 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.
- Customers are entitled to involve an impartial third party in the complaint procedure if they so wish.

Customers and their representatives may take their complaints to persons in authority outside The Agency. For Customers 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 Customers, 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 Care Quality Commission.

**Addresses:****Director of Social Services:**

Department of Communities and Wellbeing  
Floor 1  
3 Knowsley Place  
Duke Street  
Bury  
BL9 0EG  
Telephone: 0161 253 5151

**Care Quality Commission:**

National Correspondence  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA  
Telephone: 03000 616161

**Local Clinical Commissioning Group:**

NHS Bury CCG  
21 Silver Street  
Bury  
BL9 0EN  
Telephone: 0161 762 1500

**The Local Government Ombudsman**

PO Box 4771  
Coventry  
CV4 0EH  
Telephone: 0845 602 1983  
Email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)

**Advocates**

Customers 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:

**Fightback4Justice (Advocacy for Disabled People CIC)**

Unit 6, 200b Bury Road

Tottington

Bury

BL8 3DX

Telephone: 0161 672 7444

**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

**Healthwatch Bury**

St Johns House

155 - 163 The Rock

Bury

BL9 0ND

Tel: 0161 253 6300

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

Electoral Registration Office

Town Hall

Knowsley Street

Bury

BI9 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 Customers' and Customers families' views on the Services offered. These are not included in this pack because they rapidly become out of date. Please follow the link to our latest CQC Report:

<https://www.cqc.org.uk/provider/1-8851655240/services>

**Complaints Form –**

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

**Compliments Form –**

Date:
Details of compliment:
Compliments to staff:
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.

### **Customer's privacy:**

- All Customers 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 Customer's residence.
- Staff will enter a Customer's property and rooms within the property only with express consent.
- Staff of The Agency respect the rights of Customer' 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 Customer'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 Customer.
- Records will be made available to the Customer's principal Carer and family according to the wishes of the Customer.

### **Customer'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 Customer 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.
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The Agency seeks to reduce any feelings of vulnerability which Customers may have as a result of disability or illness.