

# 'STATEMENT OF PURPOSE'

## Purpose of this Document

The Statement of Purpose covers:

- The aims and objectives of Home Choice Care Limited
- The nature of the services we provide
- Details of our registered manager and our registered provider
- Details of our Care Workers qualifications
- The Home Choice Care Limited Comment, Complaints and Compliments procedure

The Statement of Purpose includes material required by the **Domiciliary Care Agencies Regulations 2002**. It should be read in conjunction with our 'Service Users Guide'.

## Aims and Objectives

The Home Choice Care Ltd mission statement is:

**To be the first choice provider of services supporting individuals in their own homes, through partnership, quality and staff ownership.**

In order to achieve this aim we have set the following objectives.

- To provide a service that fully satisfies the needs and expectations of individuals in their own homes
- To respect the individuality of our Service Users
- To actively seek and value the contribution made by informal Carers, families and relevant others in care planning
- To respond positively to feedback from our Service Users, their families and Carers, other health and social care professionals and our own staff
- To continuously seek ways in which our services can be improved
- To protect our Service Users and Staff from hazards and abuse
- To build and retain a stable, committed and highly trained workforce by sharing ownership of the company with them all

## The services we provide

Home Choice Care Ltd is able to provide a wide range of personal, domestic and social support including;

- Rising and Retiring
- Assistance with personal hygiene including bathing and hair washing
- Continence management
- Assistance with mobility
- Assistance with maintaining hydration and nutrition
- Medication supervision
- Support with social interaction
- Household management including shopping, cleaning, banking

## Registered Provider

Registered Company      Home Choice Care Ltd

Address                      29 Bridge Street, Hitchin. Herts. SG5 2DF

Registered in England      05342261

## Registered Branch Manager

Name                          Rachel Wheatley

Qualifications              NVQ level 3, Registered Manager Award, NVQ Assessor,  
Moving & Handling Trainer, Medication Trainer. First Aid  
Appointed Person.

## Local Office Contact Details

Address                      Town Hall, Market Hill, St.Ives, Cambridgeshire,  
PE27 3XX

Tel No                        01480 356219

Tel No

Fax                            01480 356244

Email                        [rwheatley@homechoicecare.co.uk](mailto:rwheatley@homechoicecare.co.uk)

# Care Quality Commission

Address CPC1 Capital Park, Fulbourn, Cambridge,  
Cambridgeshire. CB21 5XE.

## Care Worker Training and Qualifications

1. All Care Workers undergo a basic training programme which includes courses on:
  - Food Hygiene
  - First Aid
  - Health & Safety
  - Manual Handling
  - Abuse
  - Dementia
  - Infection control
  - Conditions
- 2 Training needs and opportunities for further development are identified through supervision and annual appraisal for all Staff and Care Workers
- 3 NVQ training to the required level will be available to all staff in accordance with the Care Standards Act
- 4 Care Workers providing a service to Service Users with specific needs will receive appropriate specialist training

Other relevant qualifications held by some members of staff include:

- Nursing
- Business management (DMS, Degree)
- NVQ assessors
- Training qualifications
- Risk Assessment training

# **POLICY ON COMMENTS, COMPLAINTS & COMPLIMENTS**

## **Policy Statement**

Home Choice Care believes that if a service user wishes to make a comment, register a complaint or pass on a compliment, they should find it easy to do so. It is the company's policy to welcome comments, complaints and compliments and to look upon them as an opportunity to learn, adapt, improve, and provide better services. This policy is intended to ensure that complaints are dealt with properly and that all comments and compliments are by service users, their relatives and care workers, are taken seriously.

The policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation. It is not part of the company's disciplinary policy.

The company believes that failure to listen to or acknowledge comments, complaints or compliments will aggravate a situation, lead to service user dissatisfaction and possible litigation. The company supports the concept that most complaints, if dealt with early, openly and honestly, can be sorted at a local level between the complainant and the company. If this fails, the complaint will be referred to the registration authority, that being the Commission for Social Care Inspection.

## **Aim**

The aim of the company is to ensure that its Complaints & Compliments procedure is properly and effectively implemented and that service users feel confident that their complaints or compliments are listened to and acknowledged. They should be listened to and their observations acted upon promptly and fairly.

## **Goals**

The goals of the company are to ensure the following.

- Services users, their representatives and informal Carers are always aware of how to complain and that Home Choice Care provides easy to use opportunities for them to register their complaints
- A named person will be responsible for the administration of the procedure
- All comments will be acknowledged and where appropriate, acted upon
- All complaints will be resolved to the satisfaction of the complainant in the shortest possible time
- All compliments will be recorded and passed on to the individual or individuals whose actions have given rise to the compliment

## Standards

1. Every complaint will be acknowledged within three working days.
2. An update on progress of investigations will be provided every 7 days
3. Investigations into complaints are held within 28 days
4. All complaints are responded to in writing by the company
5. Complaints are dealt with promptly, fairly and sensitively with due regard to the upset and worry that they cause to both staff and service users

Any comment or complaint which may indicate any form of abuse towards Service Users or staff must be notified to the Care Director and National Care Director immediately.

Complaints can also be referred to the Care Quality Commission (CQC). Local office contact details can be found in the Statement of Purpose and the Service Users Guide.