

Statement of purpose



Statement of purpose**Version: 9****Date: 29/11/18****Date of next review: 29/11/19****Service provider:****Name**

Premier Care (Plymouth) Limited

Address line 1**Registered Office:** Eclipse House, Premier Care (Plymouth) Limited**Address line 2**

5 Somerset Place Lane

Town/city

Plymouth

County

Devon

Post code

PL3 4BH

Emailwww.premiercareplymouth.co.uk**Main telephone**

01752 547252

Fax

01752 560611

ID numbers:**Service provider ID**

1-101656359

Registered manager ID

CON1-756839849

Aims and Objectives

Objective		What we can do		What you can do	
<p><i>Provide the best quality of service we can</i></p>		<p>Promote open communication and a transparent service</p> <p>Give feedback on performance to you as an individual (and to the team as a whole), celebrating achievements and supporting you and your colleagues where development is required</p> <p>Listen to feedback from the people we support, staff, relatives / carers & professionals and act on this in a timely manner</p> <p>Work in partnership with professionals</p>		<p>Put the service users' needs & interests at the heart of everything you do</p> <p>Follow company policies and procedures</p> <p>Follow the support plan & risk assessments in place (agreed ways of working)</p> <p>If something is wrong, inform a manager immediately</p>	

<p><i>To maintain a well trained workforce</i></p>		<p>Ensure an effective induction process is in place for all new staff</p> <p>To ensure that you receive effective training which is continually updated</p> <p>To promote your continuous professional development</p>		<p>To attend all training which you have been booked to attend</p> <p>To complete training by given target dates</p>	
<p><i>Make Premier Care a great place to work</i></p>		<p>Match your skills to the people we support</p> <p>Listen to your feedback and act on this in a timely manner</p> <p>Promote an 'open door' policy</p> <p>Have clear expectations and procedures in place</p>		<p>Take part in the quality assurance process</p> <p>Promote a positive attitude</p> <p>Work as a team</p>	
<p><i>Embrace equality and diversity</i></p>		<p>Make things as fair as we can for everyone</p>		<p>To make sure people have equal rights & choices</p> <p>To understand that each person is an individual and has individual needs</p> <p>Ensure people we support have a voice</p>	

<p><i>Act in a sustainable, responsible and ethical way</i></p>		<p>Look for opportunities to respect the environment</p> <p>Do the right thing wherever we can</p>		<p>To be as environmentally friendly as possible</p>	
<p><i>Deliver financial stability</i></p>		<p>Find new people to support</p> <p>Promote innovative ways of working</p> <p>Work collaboratively with commissioners</p>		<p>Promote skills of people we support and empower people</p> <p>Help us to keep our clients by delivering the best care you can</p>	

Legal status	
Incorporated organisation	✓
Company number	5842342
Are you a charity?	✓ No <input type="checkbox"/> Yes Charity number:

Regulated activity 1	Personal Care
Services	Premier Care (Plymouth) Limited support the following service areas but are not exclusive to: <ul style="list-style-type: none"> • Learning Disabilities • Older persons (65+) • Physical Disabilities • Dementia • Mental Illness • Sensory impairment • Younger Adults aged 18-65 • Transitional Adults (Moving from Children to Adult Services) • Home Care / Domiciliary care • Supported living services • Enabling services • Outreach services • Transition support services

Location 1:



Name of location	Premier Care (Plymouth) Limited
Address line 1	Eclipse House
Address line 2	5 Somerset Place Lane
Address line 3	Plymouth
Address line 4	Devon
Address line 5	PL3 4BH
Brief description of location	<p>Premier Care (Plymouth) Limited is a provider of care & support whose purpose is to provide individually tailored care to people living in their own homes as well as an enabling service.</p> <p>We provide our service in your own home, at times convenient to you, and in ways you find most agreeable. Central to this is our belief that the rights of service users are paramount.</p> <p>Eclipse House is owned and managed by Premier Care (Plymouth) Limited. Our office is open 9.00am – 17.00pm Mon – Fri, with a 24/7 on call service to support this. It is situated in the Stoke area of Plymouth. There is a short term free stay car park close to Stoke Village or on street parking. It is not suitable for people with severe physical disabilities in which case we would plan home visits to those users of our service requiring it.</p>

Name and contact details of registered manager	Registered manager: 1
	Full name: Neil Hunt (Registered Manager)
	Proportion of working time spent at each location (for job share posts only):
	Contact details:
	Registered Office and Business address: Eclipse House 5 Somerset Place Lane Plymouth Devon PL3 4BH
	Telephone: 01752 547252
	Fax: 01752 560611
	Email: nhunt@premiercareplymouth.co.uk
	Regulated activities:
	1. Personal Care

Service user band(s) at this location⁵	Learning disabilities or autistic spectrum disorder	✓
	Older people and older people with an associated learning disability	✓
	Younger adults	✓
	Children 13-17 years	✓
	Mental health	✓
	Physical disability with an associated Learning disability	✓
	Sensory impairment with an associated learning disability	✓
	Dementia and dementia with an associated learning disability	✓

GDPR

The General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679) is a regulation by which the European Parliament, the European Council and the European Commission intend to strengthen and unify data protection for individuals within the European Union (EU). It also addresses the export of personal data outside the EU. The primary objectives of the GDPR are to give citizens back control of their personal data and to simplify the regulatory environment for international business by unifying the regulation within the EU. The GDPR came into effect on the 25th May 2018.

Data Protection Principles

As data controller Premier Care Plymouth LTD is required to comply with the principles of good information handling.

These principles require the Data Controller to:

1. Process personal data **fairly, lawfully and in a transparent manner**.
2. Obtain personal data only for one or more **specified and lawful purposes** and to ensure that such data is not processed in a manner that is incompatible with the purpose or purposes for which it was obtained.
3. Ensure that personal data is **adequate, relevant and not excessive** for the purpose or purposes for which it is held.
4. Ensure that personal data is **accurate** and, where necessary, **kept up-to-date**.
5. Ensure that personal data is not kept for any longer than is necessary for the purpose for which it was obtained.
6. Ensure that personal data is kept secure.
7. Ensure that personal data is not transferred to a country outside the European Economic Area unless the country to which it is sent ensures an adequate level of protection for the rights (in relation to the information) of the individuals to whom the personal data relates.

Consent

Premier Care Plymouth Ltd must record service users' explicit consent to storing certain information (known as 'personal data' or 'special categories of personal data') on file.

For the purposes of the Regulations, personal and special categories of personal data covers information relating to:

1. The racial or ethnic origin of the Data Subject.
2. His/her political opinions.
3. His/her religious beliefs or other beliefs of a similar nature.
4. Whether he/she is a member of a trade union.
5. His/her physical or mental health or condition.
6. His/her sexual life.
7. The commission or alleged commission by him/her of any offence
8. Online identifiers such as an IP address
9. Name and contact details
10. Genetic and/or biometric data which can be used to identify an individual

Obtaining Consent

Consent may be obtained in a number of ways depending on the nature of the interview, and consent must be recorded on or maintained with the service user records:

- face-to-face
- written
- telephone
- email.

Individuals have a right to withdraw consent at any time. If this affects the provision of a service(s) by Premier Care Plymouth Ltd then the Care Co-ordinator should discuss with the Registered Manager at the earliest opportunity.

Ensuring the Security of Personal Information

Unlawful disclosure of personal information

1. It is an offence to disclose personal information 'knowingly and recklessly' to third parties.
2. It is a condition of receiving a service that all service users for whom we hold personal details sign a consent form allowing us to hold such information.
3. Service users may also consent for us to share personal or special categories of personal information with other helping agencies on a need to know basis.
4. A client's individual consent to share information should always be checked before disclosing personal information to another agency.
5. Where such consent does not exist information may only be disclosed if it is in connection with criminal proceedings or in order to prevent substantial risk to the individual concerned. In either case permission of the Chief Executive or Services Manager should first be sought.
6. Personal information should only be communicated within Age UK Exeter's staff and volunteer team on a strict need to know basis. Care should be taken that conversations containing personal or special categories of personal information may not be overheard by people who should not have access to such information.

Service User Guide



Purpose of this Document

This document summarises basic information about Premier Care (Plymouth) Limited for users of our service, people who are considering using our service, and the friends, relatives, carer's and representatives of users and potential users.

Vision Statement

"Our overall aspiration is to become the most admired Health and Social Care service provider for the citizens and communities we serve."

Mission Statement

"To be recognised as the preferred provider of quality services that are bespoke packages of support meeting individuals needs; adapting as dictated by the person/s involved in a cost effective and timely manner".



Our principles

1. To focus on service users. We aim to provide personal care and support in ways which have positive outcomes for service users and promote their active participation.
2. To ensure that we are fit for our purpose. We examine our operations constantly to ensure that we are successfully achieving our stated aims and purposes. We welcome feedback from our service users, their friends and relatives.
3. To work for the comprehensive welfare of our service users. We aim to provide for each service user a package of care or support that contributes to his or her overall personal and healthcare needs and preferences. We will co-operate with other services and professionals to help to maximise each service user's independence and to ensure as fully as possible the service user's maximum participation in the community.
4. To meet assessed needs. Before we provide services, we ensure that a potential service user's needs and preferences are thoroughly assessed. We aim to ensure that the care and support the agency provides meets the assessed needs of each service user, that needs are re-assessed as frequently as necessary, and that the care and support provided have the flexibility to respond to changing needs or requirements.
5. To provide quality services. We are whole-heartedly committed to providing top quality services and to continuous improvement in the level of the care and support we offer.
6. To employ a quality workforce. Standards for our managers and staff are based on the national occupational standards for the care industry set by the National Training Organisation.





THE 6 C's

CARE – Care and Support is our business and that of our organisation and the care and support we deliver helps each individual person.

COMPASSION – Compassion is how care and support is given through relationships based on empathy, respect and dignity

COMPETENCE - Competence means all those in care and support roles must have the ability to understand an individual's health and social needs

COMMUNICATION – Communication is central to successful relationships and to effective team working. Listening is as important as what we say. Communication is the key to a good workplace and benefits those we care and support as well as our staff.

COURAGE – Courage enables us to do the right thing for the people we care for and support, to speak up when we have concerns

COMMITMENT – A commitment to the people we care and support as well as our staff is the cornerstone of what we do. We need to build on our commitment to improve the care, support and experience of our service users.



Dignity

The right to dignity involves recognising the intrinsic value of people as individuals and the specific nature of each person's particular needs. We aim to maximise our service users' dignity in the following ways.

1. We arrange for service users who require assistance with bodily tasks such as dressing, bathing and toileting to be helped as far as possible by the support worker of their own choice and, if desired, of the sex of their choice.
2. We ensure if asked that service users receive the necessary assistance with dressing and maintaining their clothes.
3. We will try to provide help for service users with make-up, manicure, hairdressing and other elements of their appearance so that they can present themselves as they would wish.
4. We aim to minimise any feelings of inadequacy, inferiority and vulnerability which service users' may have arising from disability.
5. We treat service users with the sort of respect which reinforces personhood and individual characteristics, addressing them and introducing them to others in their preferred style, responding to specific cultural demands and requirements, and aiming to maintain relationships which are warm and trusting but appropriate to the relationship of worker to service user.



Independence

Independence means having opportunities to think, plan, act and take sensibly calculated risks without continual reference to others. We aim to maximise our service users' independence in the following ways:

1. We help service users to manage for themselves where possible rather than becoming totally dependent on support workers and others in line with risk management strategies.
2. We encourage service users to take as much responsibility as possible for their own healthcare and medication.
3. We involve service users fully in planning their own care, devising and implementing their support plans and managing the records of care.
4. We work with carers, relatives and friends of service users to provide as continuous a service as is feasible.
5. We aim to create a climate in the delivery of care and to foster attitudes in those around a service user which focus on capacities rather than on disabilities.



Security

In providing services to people with disabilities, there is a difficult balance to be struck between helping them to experience as much independence as possible and making sure that they are not exposed to unnecessary hazards. Taking care for the security of service users therefore means helping to provide an environment and support structure which offers sensible protection from danger and comfort and readily available assistance when required. This should not be interpreted as a demand for a totally safe or risk-free lifestyle; positive risk taking can be interesting, exciting and fun, as well as necessary. We respond to our service users' need for security in the following ways.

1. We try to make sure that help is tactfully at hand when a service user needs or wishes to engage in any activity which places them in situations of substantial risk.
2. We hope to help to create a physical environment which is free from unnecessary sources of danger to vulnerable people or their property.
3. We always carry out thorough risk assessments in relation to premises, equipment and the activities of the service user who is being helped.
4. Our staff will advise service users about situations or activities in which their disability is likely to put them or their property at risk.
5. The staff of our agency is well selected, trained and briefed to provide services responsibly, professionally and with compassion and never to exploit their positions to abuse a service user.



Civil rights

We aim to help our service users to continue to enjoy their civil rights in the following ways.

1. If service users wish to participate in elections, we will try to access the necessary information and either provide or obtain any assistance in which they need to vote.
2. We want to help our service users to make use of as wide a range as possible of public services, such as libraries, education and transport.
3. We will encourage our service users to make full use of health services in all ways appropriate to their medical, nursing and therapeutic needs.
4. We will provide easy access for our service users and their friends, relatives and representatives to complain about or give feedback on our services.
5. If we can, we will support our service users in their participating as fully and diversely as they wish in the activities of their communities through voluntary work, religious observance, involvement in associations and charitable giving.



Choice

Choice consists of the opportunity to select independently from a range of options. We will respond to our service users' right to choice in the following ways.

1. We will work to avoid a pattern of service delivery which leads to compulsory timings for activities like getting up and going to bed.
2. We will manage and schedule our services so as to respond as far as possible to service users' preferences as regards the staff with whom they feel most comfortable.
3. We respect service users' eccentricities, personal preferences and idiosyncrasies.
4. We hope to cultivate an atmosphere and ethos in our service delivery which welcomes and responds to cultural diversity.
5. We encourage service users to exercise informed choice in their selection of the organisation and individuals who provide them with assistance.



Fulfilment

Fulfilment has been defined as the opportunity to realise personal aspirations and abilities. It recognises and responds to levels of human satisfaction separate from the physical and material, but it is difficult to generalise about fulfillment since it deals with precisely those areas of lifestyle where individuals differ from each other. We respond to service users' right to fulfillment in the following ways.

1. We try to help service users to participate in as broad a range of social and cultural activities as possible.
2. If requested, we will assist a service user to participate in practices associated with religious or spiritual matters and to celebrate meaningful anniversaries and festivals.
3. We aim to respond sensitively and appropriately to the special needs and wishes of service users who wish to prepare for or are close to death.
4. We make particular efforts to understand and respond to the wish of any service user to participate in minority-interest events or activities.
5. We will do everything possible to help a service user who wants to achieve an unfulfilled task, wish or ambition before the end of their life.



Diversity

We recognise that social care services are used by people from a wide diversity of ethnic and cultural backgrounds. Services therefore need to be accessible. We need to make particular efforts to reach out to adults at risk who might have been deterred from approaching agencies which appear not to relate to their special needs and aspirations, and to demonstrate that we welcome and celebrate the wide range of people in the community generally and among the users of services in particular. We respond to service users' right to express their diversity in the following ways.

1. Positively communicating to our service users that their diverse backgrounds enhance the life of the community.
2. Respecting the ethnic, cultural and religious practices of service users.
3. Outlawing negatively discriminatory behaviour by staff and others.
4. Accommodating individual differences without censure.
5. Helping service users to celebrate events, anniversaries and festivals which are important to them.



Assessing the Risks

If you have decided to have care provided in your own home, you will know of course that, that carries some risk. The support worker may not be with you all the time so there will not be the same level of support as you would receive in, for example, a residential home.

On the other hand you retain your independence and many people find that, on balance, a measure of risk is worthwhile. Nevertheless, we want to be sure that everybody concerned understands the risks and has thought about them responsibly and that the risks to be taken are not unreasonable or unnecessary.

So, with you, we carry out a risk assessment, we always look to positive risk taking (weighing up the risks to be taken with the advantage), and if it seems appropriate we might make suggestions as to how unnecessary risks can be minimised.



Service User Support Plan

Having assessed your needs and the risks in the situation, we then — again with help from you and your carer — prepare a plan for the care we expect to deliver and that you should expect to receive.

This is called the Service User Support Plan because you as the service user really are central to it. It will specify the services we will provide, with details like timings of support worker visits and the special tasks to be performed, and will state what we all hope to be the objectives of providing the service and how we plan to achieve those objectives.



Reassessing the need and reviewing the care

Of course, over time your needs may change. You may need more or less care, the type or pattern of service may have to be varied, new risks may become apparent. So, again with your help, we will keep your needs under review and take decisions about the care accordingly. If at any time there are aspects about the care which you would like to change, let us know.



Terms, Conditions and Fees

The fees payable will be payable four weekly BACS, cheque, or standing order.

The fees will be paid by **named service user, local or health authority, relative or other** as defined by the contract.

Fees range from £13.00ph up to £15.20ph dependent upon individual assessment.

Fees are reviewed annually. If a service user requires additional care, however, it may be necessary to increase the fee. The organisation will give four weeks' notice of any increase in fees.

Service users are expected to pay for any mileage / transport costs as a direct result of the support they receive.

Service users are expected to pay for any entrance fees for themselves and the staff member that are associated with the activities they undertake during the support they received.

Staff will always look to find the cheapest option to ensure that we help you to budget correctly.



Complaints and Compliments

The agency believes that having the highest quality care is the absolute right of all of our service users. The continuing aim of the organisation is to provide a professional and efficient service to meet all of the requirements of its service users and the long term goal is to obtain the highest possible level of satisfaction from service users and relatives.

All service users of this agency should:

1. Expect the highest quality care possible
2. Be given a say in the running of the organisation through routine evaluations of each care episode and a larger survey of service user opinion carried out on an annual basis. This survey is confidential but the results are published and distributed to all service users and purchasers. Comments and feedback are also sought from service users' relatives, carers, friends, advocates and other stakeholders
3. Be free to complain about any aspect of the running of the services provided and to have their complaints welcomed and acted upon promptly. To this end the agency operates a robust complaints procedure.

The agency adopts a policy to ensure that everyone will be taken seriously and any problems will be resolved. If you feel you have a grievance then please follow the guidelines to ensure your concerns are dealt with efficiently.

In the first instance if you cannot solve this yourself or those on duty with you then speak to the manager.



If you feel you would rather put this in writing then you should address this to the manager and complete the complaints procedure form.

All complaints will be dealt with no matter how small they may be and acknowledged within two working days.

Please remain calm / respectful and honest with your concerns / complaint.

A course of action will be suggested and all matters will be dealt with in the strictest confidence.

If the issues are too complex to complete the investigation within 28 days, the complainant will be informed of any delays.

Premier Care (Plymouth) Limited welcomes feedback on its services, especially from service users and their carers, whether these are compliments, complaints or suggestions for ways of doing things better.

Service users should feel free to let the care workers working with them have any comments they wish to make.

If they prefer to take up the matter with someone else in the organisation or if they feel that a point that they have made is not being taken seriously or acted on, they can ask to be put in touch with a manager.

If a service user wishes their dissatisfaction to be dealt with more formally they should take the steps outlined in the complaints procedure. (A copy of which is made available to all service users)

If anyone feels that Premier Care (Plymouth) Limited has not dealt with a complaint to their satisfaction, they have the right to complain to the Care Quality Commission, which regulates our service.

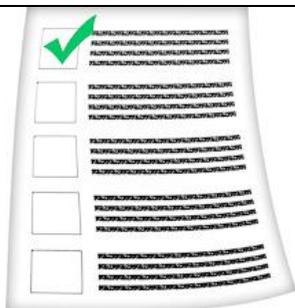


Quality Assurance

We are always keen to provide the best possible service and to do this we continually check on what we are doing, talk with our staff and with outsiders who have opportunities to see and judge our work, and above all listen to our customers. This process is called *quality assurance*. It involves:

- (a) Quarterly visits to all service users by a service coordinator or manager to hear your views at first hand
- (b) Regular supervision meetings between each care worker and their line manager
- (c) An annual survey of service users, and where appropriate their relatives or representatives, to obtain views and opinions
- (d) Careful checks on all service user files, timesheets and other records.
- (e) Quarterly service user planning group meetings
- (f) Twice yearly family and carers group meetings
- (g) Twice yearly staff company briefings
- (h) Monthly service users meetings

In addition to these opportunities, please feel free to let us have your views at any time. We need to know how we are doing, and you are best placed to tell us.



Our Policies and Procedures

The agency has a comprehensive list of policies and procedures that meet Appendix G of the National Minimum Standards for Domiciliary Care Agencies.

What are policies and procedures?

Running a domiciliary care agency poses a variety of issues to be resolved, for service users, staff and managers. To be sure that we behave consistently, to capture good practice and to keep everybody informed of how the agency works, we have written down where we stand on certain key matters and how we handle certain frequently recurring situations. These are our policies and procedures. Together they form quite a long list. Service users are welcome to examine any of these documents and to have a copy of their own if they wish.

Areas covered

Our policies and procedures cover these areas:

- | | |
|--------------------------------------|--|
| Advocacy | Criminal Records |
| Autonomy & Independence | Data Protection |
| Care Needs Assessment | Dealing with accident and emergencies |
| Child Protection | Dealing with so called challenging behaviour |
| Code of Practice | Development and training |
| Complaints & Compliments | Equality Act |
| Confidentiality | Environmental Management |
| Continuity of Care & Support Workers | Equal Opportunities |
| | Safeguarding of Vulnerable Adults Policy |

Many more available at request



Useful Addresses

Care Quality Commission

CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA

Tel: (03000) 616161

Social Services Department

Community Services
Plymouth City Council
Civic Centre
Plymouth
PL1 2AA
Tel: 01752 668000

Plymouth Health Service

Plymouth Primary Care Trust
Building One
Brest Road
Plymouth
PL6 5QZ

Tel: 0845 155 8100

Fax: 01752 315321

General Social Care Council

Skipton House
80 London Road
London
SE1 6LH

Tel: 020 7397 5100

Fax: 020 7397 5101

Plymouth Highbury Trust

Advocacy & Appointeeship Service

207 Outland Road
Peeverell
Plymouth
Tel: 01752 773333

Plymouth Hospitals NHS Trust

Derriford Road
Crownhill
Plymouth
Devon
PL6 8DH

Tel: 0845 155 8155 / 01752 202082

Fax: 0845 155 8235

The Local Government Ombudsman

PO Box 4771
Coventry CV4 OEH
Tel: 03000610614

Or

The Health and Parliamentary Ombudsman

Millbank Tower
Millbank
London
SW1P 4QP
Tel: 0345 015 4033



How to Contact Us

Registered Office

Premier Care (Plymouth) Limited
Eclipse House
5, Somerset Place Lane
Plymouth
Devon, PL3 4BH

Tel: (01752) 547252
Fax: (01752) 560611

Office hours: 0900 to 1700 (Mon-Fri)

Calls outside these times will be redirected to the nominated on call staff member

Email via www.premiercareplymouth.co.uk



Details of Insurance Cover

The Agency is properly insured with Coleman Insurance Brokers

Coleman Insurance Brokers

King's Wharf
The Quay
Exeter
Devon EX2 4AN
Tel: 01393 222600
Fax: 01392 276052

Revisions of this Document

Premier Care (Plymouth) Limited reviews all of its policy documents from time to time. We welcome any comments on the contents of this Service user guide