



# Statement of Purpose

**This document is available in large print, Braille and other languages. For details, please contact (Angie Kay/Craig Wathall) on 01709 943044**

**Notes:**

Service Users are referred to in this document as **clients**.

The Regulations state that the registered person shall supply a copy of the Statement of Purpose to the Commission and shall make a copy of it available on request for inspection at the agency premises by every client and any person acting on behalf of the client.

**Review** – The registered person shall –

- a) **Keep under review** (at least annually) and, **where appropriate revise** the statement of purpose and
- b) **Notify the Commission** of any material revision within 28 days.

## Introduction

**Ace Social Care**, is a small high quality domiciliary care agency. It provides care services from its base in Maltby, Rotherham and provides care within a 25-mile radius covering special care features, such as Dementia Care, Learning Disabilities and Frail Elderly.

## Aims and objectives of the agency

The agency commits to:

- a) Working with each client, social workers, relatives, carers (as appropriate) and all others associated with his/her care towards identifying, implementing and reviewing a personal care plan which adequately reflects his/her needs at any one time;
- b) Promoting independent living, working within the client's range of abilities and competencies;
- c) Delivering care, in the client's home in a manner which is non-discriminatory, sensitive to the cultural needs of the client and respectful of their environment and traditions;
- d) Providing a high-quality flexible, responsive and non – intrusive service that is tailored to the needs of the individual;
- e) Ensuring that confidential information is protected at all times and only shared with others strictly in accordance with its policy on confidentiality;
- f) Working in partnership with other agencies involved in care in order to ensure a seamless and cost-effective service.

## Ethos and philosophy

**Ace Social care** believes that the following statements best describe the values within which we seek to **operate on a daily basis**.

We believe that each client in our care has the fundamental right to:

- Be regarded as an individual and given our special attention;
- Be cared for by people who are capable of understanding their needs and competent to meet those needs;
- Be treated equally, and no less favourably than others;
- Receive respect and understanding regarding their cultural, religious and spiritual beliefs;
- Receive prompt attention in relation to all of their healthcare needs;
- Be safe, feel loved and always know that “someone cares”;
- Be informed about all important decisions that affect them, and to have a say;
- Be afforded privacy for themselves and their belongings;
- Have the opportunity to think independently, and make their own choices;
- Complain about anything they feel is unfair or unjust, and to have that complaint listened and responded to.

## The nature of the services provided

**The agency employs care workers** and provides a **comprehensive range** of domiciliary care services directly to the client.

Care may be provided in the following areas:

- Practical help, and domestic tasks;
- Personal care;
- Specialist care.

### **People for whom care is provided**

Care will be provided to those individuals, in need, who approach the agency directly, or are referred to us.

Care will be provided on the clear understanding that:

- i) The needs of each individual have been carefully assessed;
- ii) Those needs fall into the general classifications of care for which the agency has been registered; and
- iii) The workforce of the agency has the competence and experience to handle those individual cases calling for specialist help and support (either immediately, or following specific training).

### **Our client base covers:**

- a) Adults with physical disabilities;
- b) Frail elderly people;
- c) Elderly mentally infirm people;
- d) People with long term medical conditions
- e) People in need of rehabilitation or support following hospital discharge;
- f) People with sensory loss;
- g) People with terminal illness;
- h) People with learning disabilities;
- J) People with mental health problems;

### **The range of qualifications of the domiciliary care workers supplied:**

Through its **recruitment and selection policy** the agency undertakes to employ only those persons it believes have the requisite skills, education, training, prior work experience and attitude which will compliment and enhance the quality of care we deliver. All staff are provided with a training programme and further ongoing training, appraisal, supervision and support as needed. All job applicants are required to apply for a DBS check, **an enhanced disclosure** from the Criminal Records Bureau in order that the agency may be satisfied that they are appropriate persons to look after clients.

All of the agency's care workers either have a National Vocational Qualification in Care (at either level 2, or level 3) or are committed to studying for this qualification. Care workers are assigned to clients on the understanding that they have the requisite qualifications, skills, experience and aptitude to look after them properly.

## **The name, address, qualifications and experience of the registered provider**

### **Registered Provider/Director**

<b>Name</b>	<b>Business Address</b>	<b>Qualifications and Experience</b>
Craig Adrian Wathall	Wesley Centre Blyth Road Maltby Rotherham S66 8JD	Registered 1st level Nurse. Dip H.E. Nursing Nursing elderly since 1993 ENB advanced courses NVQL4 Management

### **Registered Manager/Director**

<b>Name</b>	<b>Business Address</b>	<b>Qualifications and Experience</b>
Angie Kay	Wesley Centre Blyth Road Maltby Rotherham S66 8JD	Certificate In Management studies Diploma in Management Studies Certificate in Counselling Health and Safety at work All relevant training in compliance with CQC to deliver a professional/quality driven homecare service.

**Date: June 2016**