



Statement of purpose

AIMS AND OBJECTIVES

The Homecare people ltd is set up to provide domiciliary care services to those living in the greater Wokingham area. We will provide a range of services to people from the age of 18 upwards. We will enable them to enjoy a rewarding and independent life at home for as long as is possible and in so doing recognise that they are the best person to plan their future. These services will range from a minimum of one hour a day to 24 hour support should it be required. We aim to provide services specifically for private clients.

It is our objective to provide a service of the highest quality, to improve and maintain the client's overall quality of life. To achieve this we will

- Ensure that the service is delivered in a personalized way for each individual, in a non-discriminatory fashion, respecting each client's rights to independence, privacy, dignity, fulfillment and the right to make informed choices, and to take risks.
- Ensure that each client's values and needs are respected in matters of religion, culture, race or ethnic origin, political affiliation, marital status, parenthood, disabilities and impairments.
- Ensure that the care service is delivered in accordance with the agreed contract of care and that our fees and terms of payment are clearly explained and understood.
- Provide and maintain services which comply with current legislation, standards and good practice guidance and so ensure that individuals are safeguarded from harm. We abide by a rigorous safeguarding policy and any issues raised will be reported via "safeguarding adults referral form part 1"
- Manage and implement a formal programme of staff planning, selection, recruitment, training and personal development, to enable client's needs to be met.
- We will implement a training programme that ensures all staff is suitably qualified for the tasks they are given and offer them the opportunity to develop new skills and higher qualifications. They will follow induction training with a period "shadowing" experienced carers, they will have regular reviews and appraisals and each will have a training matrix to manage their programme.
- We operate an equal opportunities business
- Manage our business finances efficiently and effectively, to make the best use of resources and to maximise best value for our staff and the client.

- Match the nominated Care Assistant as closely as possible to the client, respecting the need to change the care assistant in the event of non-compatibility.
- Always undertake a Risk Assessment of environmental Health and Safety hazards within the client's home, and to ensure that any hazards are reported to the client.
- Ensure that all clients are provided with written information on our procedure for handling complaints, comments and complements, and how to use it. Clients can be assured any complaint is taken seriously and will be escalated within the Organisation to ensure resolution.
- Ensure we help our client's to fulfill their expectations and aspirations and we enable them to make their own plans and decisions regarding their life.
- Enable our clients to be involved in occupational activities, a lifestyle and the maintenance of independence, including the opportunity to select from a range of options where possible
- Offer ways to enable participation and integration in society, in the development of plans, policies and decisions affecting the client's life.
- Always ensure privacy from unnecessary intrusion, together with the safeguarding of confidentiality.
- Ensure all records are complete, up to date and stored and shared according to regulatory requirements.
- The wellbeing of our clients is a primary responsibility, we will agree a care plan with them, ensure early follow up with a senior staff member to be sure the plan is appropriate and the carers selected to work with them are acceptable. Thereafter we will monitor each client's progress through management review of care plans and visits by senior carers. Whenever appropriate the care plan and performance of our carers will be reviewed with the client and amended as required
- Recognise the role of our carers and support workers as an integral part of our service, promoting and encouraging their contribution and ensuring that they receive on-going training, supervision and appraisal.
- Frequently contact our clients to ask for feedback on the services we provide and respond in accordance with our policy, enabling constant improvement.

The range of services provided is

Personal care; including

- Assistance with washing, bathing and showering.
- Assistance with bed bathing.
- Assistance with toileting and continence care
- Assistance with dressing and undressing, getting up and going to bed.
- Assistance with medication.
- Night sleep or sitting service.
- Day sitting service.
- Respite services

Support care; including

- Dusting and vacuuming [light]
- Cleaning bathrooms and kitchens [light]
- Changing bed linen and towels
- Laundry and ironing
- Deep cleaning can be provided if required.
- Shopping for weekly groceries
- Help with preparing and planning meals
- Assistance with managing bill payments
- Walking the dogs, feeding pets, watering plants
- Companionship visits.
- Encouraging contact with family and friends
- Help with reading and keeping up with correspondence
- Accompanying on holidays, day trips or other short breaks
- Escorting home from hospital
- Reablement support
- Visits into the community i.e. to the Doctors, Hairdressers, Hospital, and Pensions etc.
- Help with hobbies and supporting exercise.
- Arranging and accompanying to prayer and worship meetings

These service are provided to

- Adults (18 and above) – with a variety of needs relating to physical health or disability, sensory loss, cognitive difficulties, mental health or dementia. The range of care provided includes all aspects of daily support through to full personal care tasks, including palliative care

The service are carried out from our offices at

59 Peach Street
Wokingham
Berkshire
RG401XP

Telephone 0118 997 7499

Office hours; 9.00 a.m. – 5.00 p.m. Monday to Friday

Email enquiries@thehomecarepeople.co.uk

Our registered manager [WHERE ALL INITIAL COMMUNICATION SHOULD BE SENT] is
Lynn Taylor
Telephone 0118 997 7499
E mail lynn@thehomecarepeople.co.uk

Our Managing Director and Nominated Individual is
Graham Wilson
Telephone 0118 997 7499
E mail graham@thehomecarepeople.co.uk

The Homecare People Ltd. is a Limited company, registration number 8669075
The registered offices are 59 Peach Street, Wokingham, Berkshire RG40 1XP
Date of document 1/11/2013