

Statement of Purpose

Our Philosophy

At Arch Domiciliary Care Services, we believe in providing a dedicated service which is warm, friendly and safe. We value and empower individuals through the encouragement of independence, choice and rights and believe that they are fundamental to delivering a high standard of care.

Introduction

Arch Domiciliary Care Services will offer an opportunity for individuals to live at home and to have the support of trained staff to maintain their welfare, choice, and support with daily living skills. Furthermore, support with emotional needs and personal care is central to our service, whilst maintaining a level of independence at home encouraging a sense of individuality and independence.

Our Mission

We want to provide a managed service that offers a future to those who need it. We would like to encourage individuals to maintain self-respect, confidence and a lifestyle which is comfortable and at a level that they feel possible to manage independently- both in their own home and local community.

We pride ourselves in offering this opportunity to an individual for as long as they should require by individualising, reviewing and managing their needs. The support will only be successful when we all work as a team with the healthcare service, family and/or advocate (where necessary).

Our Aims

At Arch Domiciliary Care Services our staff are committed to meet our aims and objectives, which are as follows:

To deliver a service of the highest quality that will improve and sustain the Service Users overall quality of life.

To ensure that the service is delivered flexibly, attentively and in a non-discriminatory fashion whilst respecting each individual's right to privacy, dignity, fulfilment, and the right to make informed choices.

To ensure that each Service Users needs and values are respected in matters of religion, culture, race/ ethnic origin, sexuality/sexual orientation, political affiliation, marital status, parenthood and disabilities or impairments.

To match the nominated worker as closely as possible with the Service User, and respecting the need to replace the care worker in the event of subsequent non-compatibility.

To manage the care service efficiently and effectively allowing us to make best use of resources and maximise the Service Users' value for money.

To involve Services Users and carers in the management and development of the service which will be monitored regularly ensuring that we work in the best interests of all parties involved.

Our Principles

We aim to provide a service that:

Upholds equal opportunities

Respects diversity and culture

Promotes confidentiality

Promotes and encourages independence

Tailors to each individuals needs with regard to their support

Maintains the Service Users sense of individuality

Ensures that we are aware of any risks surrounding the Service User and that they are thoroughly risk assessed

Our Values

Continuous improvement

Trust

Reliability

Respect for diversity and cultural/religious needs

Teamwork

High standards and a celebration of achievement

Details of Registered Provider, Nominated Person and Registered Manager

Registered Provider:

Registered Provider

Arch Domiciliary Care Services

The Crescent

The Bradgate Suite

Kings Street

Leicester

LE1 6RX

T: 0116 326 0167

Our operations will be conducted from the above address, however all care and support will be delivered within each individual's home/ local community.

Nominated Person

Mr Zuber Mulla
Arch Domiciliary Care Services
The Crescent
The Bradgate Suite
Kings Street
Leicester
LE1 6RX
T: 0116 326 0167

Registered Manager
Ms. Hellena Kambadza
Arch Domiciliary Care Services
The Crescent
The Bradgate Suite
Kings Street
Leicester
LE1 6RX
T: 0116 326 0167

Ms. Hellena Kambadza is a qualified RMN with 14 Years of experience working in Care. Hellena is a highly skilled nursing professional and holds qualifications in nursing and a degree in mental health practice. Hellena has experience in management and expertise in providing high quality nursing care and a high level of patient service. Hellena has set up and managed hospitals and has been part of large organisations that have been in the care sector, including the NHS and independent organisations for the past 20 years. Hellena has demonstrated effective leadership and is experienced in mentoring and building staff teams. She has supported many service users back into the community and continued to support people in their own homes and residential homes.

Qualifications:

BSC Mental Health Practice (Hons)

DIP RMN

DIP Food Hygiene and Handling

In the process of completing level 5 QCF

The Management at Arch Domiciliary Care Services

Our team consists of individuals who possess a wide variety of skills and expertise. We have a dual trained nurse who specialises in mental health and management, as well as individuals from a HR, Legal and Recruitment background, along with those who possess a wealth of experience in management and compliance within the care sector.

Staff Profile

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. New employees are inducted to National Training Organisation standards within 12 weeks of employment. We manage and train our employees with the aim that all of our carers achieve QCF (NVQ) level 2 and above. All other employees receive the training appropriate to their work, for example Food Hygiene for catering staff. All employees receive annual training in health and safety matters such as moving and handling, fire awareness and procedures, adult protection issues, and a range of other matters.

New employees are inducted to National Training Organisation standards within six weeks of employment, and complete an NTO approved foundation level training course during their first six months. We manage and train our employees with the aim that all of our carers achieve QCF Diploma Level 2. All other employees receive the training appropriate to their work. All employees receive annual training in health and safety matters such as moving and handling, fire awareness and action, health and safety and a range of other areas.

Description of Our Services and Facilities

Services offered:

The following services are provided at The Agency's location:

Domiciliary Care Service

The following regulated activities apply to services provided by The Agency:

Personal Care

The Agency provides services for the following bands of Service User:

Learning disabilities or autistic spectrum disorder

Adults under and over 65

Mental health
Physical disability
Sensory impairment
Dementia

Care and Support Services offered to individuals with the following:

Alzheimer's
Huntington's
Brittle Bones
Cancer
Downs Syndrome
Depression
Bipolar
Autism
Cerebral Palsy
Epilepsy
Multiple Sclerosis
Neuropathy
Parkinson's
Stroke / Cardiac
Schizophrenia
Visual, speech and hearing impairments

Service User Care Plans are reviewed on an individual basis, according to assessed needs, but are reviewed at least every month.

Therapeutic Activities

Arch Domiciliary Care Services has a policy of promoting the maintenance of Service Users' normal social networks and social activities. The Service User's Care Plan includes a facility for recording life history, social networks and contacts, and preferences for activities and hobbies in order that the Service User is offered access to those networks and activities which are appropriate and desired.

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 Service Users that no-one will be victimised for making a complaint, and we encourage Service Users to instigate the complaints procedure whenever they feel that this is necessary. We do not wish to confine complaints to major issues. We encourage Service Users 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 Service User 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;

Service Users are entitled to involve an impartial third party in the complaint procedure if they so wish.

Service Users and their representatives may take their complaints to persons in authority outside the Agency. For Service Users funded all or in part by Social Services or the Primary Care Trust, complaints may in the first instance be directed to them. For privately funded clients, 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 CQC.

Addresses:

Director of Social Services: 115 Charles Street Leicester LE1 1FZ	Care Quality Commission: Care Quality Commission (CQC) National Correspondence Citygate, Gallowgate Newcastle Upon Tyne NE1 4PA Tel: 03000 616161 Fax: 03000 616171
Local Clinical Commissioning Group: Leicester City Clinical Commissioning Group St Johns House 30 East Street Leicester LE1 6NB E-mail: ccg@leicestercityccg.nhs.uk Tel: 0116 2950750	The Local Government Ombudsman PO Box 4771 Coventry CV4 0EH Tel: 0845 602 1983 or 024 7682 1960 Fax: 024 7682 0001 Email: advice@lgo.org.uk