

Statement of Purpose

Introduction

This document summarises basic information about **Agrade Community Care Services** for users of our service, people who are considering using our service, and the friends, relatives, carers and representatives of users and potential users. It includes the material required by the Health and Social Care Act 2008.

Our Aims and Objectives

Agrade Community Care Services aims to provide care and support for people who cannot wholly look after themselves, wish to improve their quality of life and/or have loved ones who could benefit from support. We provide our service in your own home, at times convenient to you, and in ways you find most agreeable. We have sound principles for the way we run our service. Central to these is our belief that the rights of service users are paramount.

Information about the Organisation

The person officially registered as carrying on and managing the business of the care service is **Carol Green**, who can be contacted at **Room 128 Coney Green Business Centre, Wingfield View, Clay Cross, Chesterfield, Derbyshire, S45 9JW**.

Values and Principles of the Agrade Community Care Services

The following statements reflect the values, principles and general aims of our care service.

- 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.
- 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 and their friends and relatives.
- To work for the comprehensive welfare of our service users. We aim to provide for each service user a package of care 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 services user's maximum participation in the community.
- 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 the service 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.
- To provide quality services. We are whole-heartedly committed to providing top quality services and to continuous improvement in the level of the care we offer.
- 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.

Rights

The aim of good quality domiciliary care must always be to promote a way of life for service users which permits them to enjoy, to the greatest possible extent, their rights as individual human beings. The following rights are fundamental to our agency's work.

Privacy

An individual's right to privacy involves being free from intrusion or unwelcome attention. We aim to maximise our service users' privacy in the following ways.

- Staff will enter a service user's property and rooms within the property only with express consent.
- A service user has the right not to have to interact with or be interrupted by a worker when, for example, they are entertaining a visitor or are engaged on an intimate activity on their own account.
- We respect the fact that a service user's possessions are private and always act in accordance with the principle that our workers are guests.
- Our staff respect a service user's right to make telephone calls and carry on conversations without being overheard or observed by a worker.

- We ensure that records of the service provided are seen only by those with a legitimate need to know the information they contain.

Dignity

Disabilities quickly undermine dignity, so we try to preserve respect for the intrinsic value of those who use our services in the following ways.

- 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 care worker of their own choice and, if desired, of the sex of their choice.
- We ensure, if asked, that service users receive the necessary assistance with dressing and maintaining their clothes.
- 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.
- We aim to minimise any feelings of inadequacy, inferiority and vulnerability which service users may have arising from disability.
- 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.

- We support service users in self-management, and attempt to avoid dependency on our care workers and others.
- We encourage service users to take as much responsibility as possible for their own healthcare and medication.
- We involve service users fully in planning their own care, devising and implementing their care plans and managing the records of care.
- We work with carers, relatives and friends of service users to provide as continuous a service as is feasible.
- 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; taking reasonable risks can be interesting, exciting and fun, as well as necessary. We respond to our service users' need for security in the following ways.

- 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.
- We hope to help to create a physical environment which is free from unnecessary sources of danger to vulnerable people or their property.
- We always carry out thorough risk assessments in relation to premises, equipment and the activities of the service user who is being helped.
- Our staff will advise service users about situations or activities in which their disability is likely to put them or their property at risk.
- The staff of our agency are 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.

- If service users wish to participate in elections, we will try to access the necessary information and either provide or obtain any assistance which they need to vote.
- 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.
- We will encourage our service users to make full use of health services in all ways appropriate to their medical, nursing and therapeutic needs.
- We will provide easy access for our service users and their friends, relatives and representatives to complain about or give feedback on our services.

If we can, we will support our service users in their participation 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

We aim to help our service users exercise the opportunity to select from a range of options in all aspects of their lives in the following ways.

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

Fulfilment

We want to help our service users to realise personal aspirations and abilities in all aspects of their lives. We seek to assist this in the following ways.

- We try to help service users to participate in as broad a range of social and cultural activities as possible.
- 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.
- 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.
- We make particular efforts to understand and respond to the wish of any service user to participate in minority-interest events or activities.
- 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

Britain's 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 vulnerable people 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. We respond to service users' right to express their diversity in the following ways.

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

Quality Care

The Services the Organisation Provides

Agrade Community Care Services provides a range of services. We are happy to assist with; personal care, medication, meal assistance, socialising activities, domestic work and a range of other possible supports, which can be considered on an individual basis. We provide services mainly in North Derbyshire; however will also be willing to consider requests in South Yorkshire, South Derbyshire and parts of Nottinghamshire. We will provide services for:

- older people
- people with physical disabilities
- people with sensory loss, including those with dual sensory impairment
- people with mental health problems
- people with learning disabilities
- children and their families
- personal or family carers

We are happy to discuss your individual needs and will provide genuine feedback regarding your situation. If we are unable to assist we are happy to offer alternatives should we feel another provider, resource or service may be of benefit.

When discussing you or your loved ones needs, we will listen to what you require and attempt to meet your needs within your specification.

Review of this Document

We keep this document under regular review and would welcome comments from service users and others.