

**Senior Care Solutions @ Home Limited**

**Statement of Purpose**



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**Senior Care Solutions @ Home Limited  
Albion House,  
1st Floor Office 2,  
470 Church Lane,  
London,  
NW9 8UA**

**Tel: 020 8205 8748**

# Senior Care Solutions @ Home Limited

## Statement of Purpose

### Senior Care Solutions @ Home Limited's Statements of Purpose

#### AIMS & OBJECTIVES OF Senior Care Solutions @ Home Limited

Senior Care Solutions @ Home provides the following services \*Personal Care \*Night Sleep Service \*Working Night Duty \*live-in-care Service \*Domestic & General Support Service \*Respite Care \*Day Companionship Service \*Alzheimer's/Dementia Care \*End of life Care

#### Welcome:

Adult Personal Care Service \*Night Sleep Service \*Working Night Duty \*live-in-care Service \*Domestic & General Support Service \*Respite Care \*Day Companionship Service \*Alzheimer's/Dementia Care \*End of life Care

#### Support objectives

Our aim is to: \*Offer skilled care to enable people supported by us to achieve their optimum state of health and well-being. \*Treat all people supported by us and all people who work here with respect at all times. \*Uphold the human and citizenship rights of all who work and visit here and of all Service Users. \*Support individual choice and personal decision-making as the right of all Service Users. \*Respect and encourage the right of independence of all Service Users. \*Recognise the individual uniqueness of Service Users, staff and visitors, and treat them with dignity and respect at all times. \*Respect individual requirement for privacy at all times and treat all information relating to individuals in a confidential manner. \*Recognise the individual need for personal fulfilment and offer individualised programmes of meaningful activity to satisfy that need of Service Users and staff.

#### Details of Registered Provider, Nominated Person and Registered Manager

##### Registered Provider:

Name: Senior Care Solutions @ Home Ltd

Address: Albion House,  
1st Floor Office 2,  
470 Church Lane,  
London,  
NW9 8UA

Experience: New business Providing personal senior care in the service users own home

##### Nominated Person:

Name: Mr Naishadh Patel

Address: Senior Care Solutions @ Home Limited, Albion House,  
1st Floor Office 2,  
470 Church Lane,  
London,  
NW9 8UA

Experience: Took personal responsibility to deliver successful outcomes within budget Delivered work of quality to short deadlines, whilst maintaining progress on less urgent but important objectives Used information technology effectively to improve the delivery of the business Provided Business Management Information on resources and other headlines, including staff in post tracking, reporting and forecasting Translated strategic direction of the organisation in to business plans and associated risk with delivery, work with others to provide workable solutions Promoted and put equality of opportunity and diversity into practice Worked with external partners to build an effective and efficient service to deliver the organisation business Provided strategic and operational advice concerning finance, HR and performance issues enabling the management team to make prompt and difficult decisions Provided accurate monthly and quarterly financial, HR and performance reports, which are

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clearly presented, well analysed and support decisions to help improve business performance  
Managed resources to provide a value for money service Provided leadership in all aspects of the organisation management including performance management, implementation of various business improvement projects and major change initiatives to deliver business plans and objectives  
Established a culture that fosters the development, needs and aspirations of the people and the service promoting integrity, fairness, diversity and trust Set, monitor and appraise the performance of direct line managed staff and other teams using agreed profiles, annual objectives and performance indicators Managed the salaries budget effectively during the operational year Developed the Human Resource monitoring strategy for the district and delegated daily management to Business Support staff to ensure records are accurate and outstanding information followed up Mentored and supported line managers with managing staff attendance data, performance issues and other disciplinary matters by providing clear direction as per guidance Conducted internal audits to ensure compliance with the organisation's/government policy and procedures.

**Registered Manager:**

Name: Mr Samuel Jonjo

Address: Senior Care Solutions @ Home Limited, Albion House,  
1st Floor Office 2,  
470 Church Lane,  
London,  
NW9 8UA  
07989116094

Qualifications: Bachelor of Arts (BA) Degree 2nd Division 1982 Postgraduate Diploma in Education (PGDE) 1983 RSA Certificate in Computing (Distinction in 4 Courses) LL B Intermediate Pass (University of London) On-going Training for 'QCF Level 5' Diploma

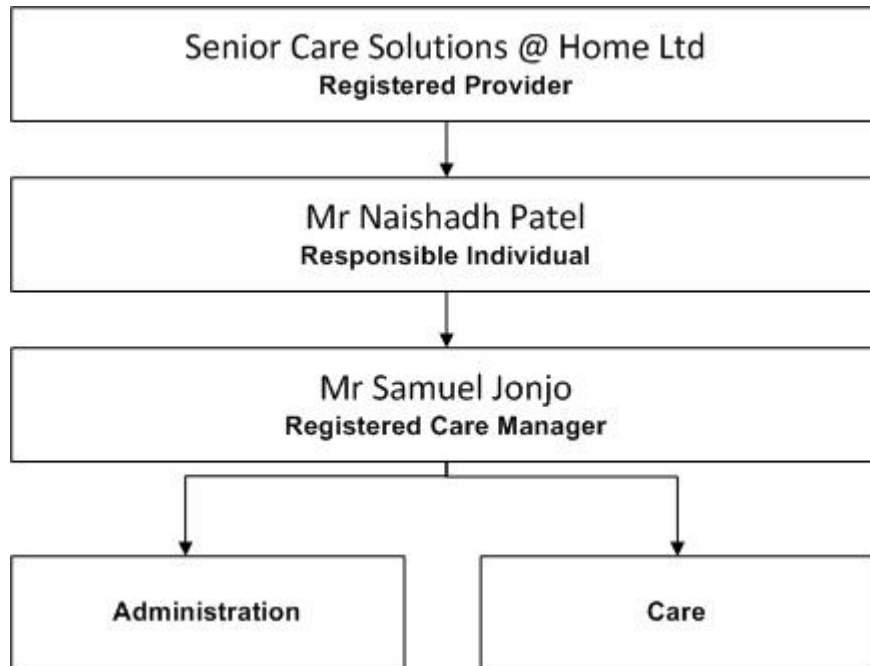
Experience: 10 years postgraduate secondary teaching 3 years lectureship and secondary-teacher training 3 years judicial/administrative service 8 years UK Security Supervision 3 years Health and Social Care work 2 years Management of Care Home for Learning-Disabled

**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 NVQ 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 procedures, adult protection issues, and a range of other matters.

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**Organisation of the The Agency**



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### **Description of Our Services and Facilities**

#### **Services offered:**

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

Domiciliary care service  
Supported living 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  
Older people  
Adults  
Physical disability  
Dementia

The following Care and Support Services are provided by The Agency:

Alzheimer's  
Autism  
Palliative Care  
Convalescence  
Respite Care

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

#### **Therapeutic Activities**

Senior Care Solutions @ Home Limited has a policy of promoting the maintenance of Service Users' normal social network 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, 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;

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- 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:**

<p><b>Director of Social Services: Brent Adult Social Care Brent Civic Centre Engineer's Way Wembley, HA9 0FJ 020 8937 1234</b></p>	<p><b>Care Quality Commission: Care Quality Commission (CQC) National Correspondence Citygate, Gallowgate Newcastle upon Tyne NE1 4PA Tel: 03000 616161 Fax: 03000 616171</b></p>
<p><b>Local Primary Care Trust: NHS Brent (Primary Care Trust) Wembley Centre for Health &amp; Care 116 Chaplin Road Wembley, HA0 4UZ 020 8795 6000</b></p>	<p><b>The Local Government Ombudsman PO Box 4771 Coventry. CV4 0EH Tel: 0845 602 1983 or 024 7682 1960 Fax: 024 7682 0001 advice@lgo.org.uk</b></p>

**Advocates**

Service Users have the right to access external agents who will act in their interests to help them solve problems, discuss concerns etc. The Registered Manager will be happy to provide information on local advocacy groups and other support networks.

Some of those currently known to us are:

Age UK Brent 120 Craven Park Road Harlesden London, NW10 8QD 020 8965 7711

Brent Advocacy Concerns Willesden Centre for Health and Care Robson Avenue London, NW10 3SG 020 8459 1493

Loud and Clear Wembley Point 1 Harrow Road Middlesex, HA9 6DE 020 8900 2221

**Arrangements for your voting rights can be made through the:**

Brent Council Brent Civic Centre Engineer's Way Wembley, HA9 0FJ 020 8937 1234

**Other documents**

You are invited to review the latest CQC inspection report on the establishment, and the latest summary of Service Users' and Service Users families' views on the Services offered. These are not included in this pack because they rapidly become out of date. A copy of each will be given to you on the service commencement subsequently published on the notice board in The Agency, and copies are available from the manager at any time.

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<b>Date:</b>
<b>Details of complaint:</b>
<b>The outcome that you expect:</b>
<b>Your name:</b>
<b>Signed:</b>
<b>Date received:</b>
<b>Received by (sign):</b>

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**Privacy and Dignity**

We aim to respect your privacy and dignity at all times. Please speak out, or speak to the supervisor or Registered Manager if your privacy or dignity is not being respected.

**Service Users' privacy:**

- All Service Users have the right to be alone or undisturbed and to be free from public attention or intrusion into their private affairs. The staff of The Agency are guests in The Agency of the Service User.
- Staff will enter a Service User's property and rooms within the property only with express consent.
- Staff of The Agency respect the rights of Service User' to make telephone calls without being overheard or seen by a worker.
- Records will be designed, used and stored so as to assure privacy. Legislative controls over records, such as the Data Protection Act, will be adhered to, and the Service User's explicit permission in writing will be sought before information is passed to any person other than those directly concerned with the care of the Service User.
- Records will be made available to the Service User's principal Carer and family according to the wishes of the Service User.

**Service User's dignity**

- Your dignity is a matter of prime importance to us, and all staff receive training in this area.
- You will be asked for the name by which you wish to be addressed, and this name will be recorded on your Service User Plan and used by all staff. You are perfectly entitled to ask that your principal carers use one name, and others use another name. The level of familiarity is under your control. In the absence of information to the contrary, staff will address you formally, using your title and surname.
- Staff are trained to be sensitive to your feelings when in company.
- The Agency seeks to reduce any feelings of vulnerability which Service Users may have as a result of disability or illness.