



ARIA GOLD CARE LTD STATEMENT OF PURPOSE

PURPOSE OF DOCUMENT

This document summarizes the information required by our services users and complies with the Domiciliary Care Regulations 2002. This document should also be read in conjunction with Aria Gold Care Ltd service user's guide.

MISSION STATEMENT

To provide holistic care using personalized care planning underpinned by open and honest policies with a dignified and respectful approach. To maintain a mutual and trusting relationship and empowering our service users to make decisions.

ARIAGOLDCARE LTD AIMS AND OBJECTIVES

Aria Gold Care is a registered limited company and is a small organisation that aims to provide care and support for people who cannot wholly look after themselves and wish to maintain their independence and continue to live in their own home.

Our main aim is to provide continuity of care at times that meet our clients individual needs.

We will use person centred care planning to identify the needs of our clients and individualize the care plan to meet those needs.

We have a strong belief that the needs of our clients are fundamental and

that as a service provider they will be met by maintaining high standards of organizational procedure with continual training and development of the carers that we provide.

We will build on people's strengths and skills to help reduce the impact of their disability on their quality of life.

Aria Gold Care Ltd will also monitor regularly that the needs of our clients are met by having regular meetings and feedback from the service user, their family and friends.

As a company we will ensure financial viability to achieve our objectives by regular monitoring and review by the registered manager of all financial aspects of the business and audit financial statements with regular review with the company accountant.

PRINCIPLES AND SUPPORT OBJECTIVES

Aria Gold Care Ltd aims to :

1. Offer skilled care to enable people to live independently in their own home and to achieve their optimum state of health and well-being.

2. To ensure we, as an organisation remain fit for purpose, will review our policies and procedures annually or whenever necessary to comply with any new legislation which is introduced to meet the requirements of the Care Quality Commission.

3. We will assess each of our service user's needs prior to commencement of the service to ensure we can meet all the needs of our clients.

We will also carry out regular ongoing assessments to ensure we continue to meet our client's needs and respond to any changes that are required. Any changes will be implemented after discussion and with the agreement of the service user, their family and friends.

We will ensure that the carer's have flexibility to respond to any changes in care that are required and these changes are communicated to them to allow the service user's needs to be met.

4. We will carry out a risk assessment to ensure the health and safety of our

clients and carers are met.

5. We will have ongoing training for our carers using the quality indicators identified by Skills for Care and have regular appraisal. All carers will maintain a personal development plan, portfolio of training certificates, and a three yearly reassessment by the Criminal Records Bureau for an enhanced check to meet the requirements for safeguarding vulnerable adults.

6. We will, while accepting that the future is uncertain and our service user's needs may change very quickly and setbacks may occur continue to support our service user and their families through any crisis that may occur. We will maintain hope and achieve positive attitudes from the care and support staff.

SERVICE USER RIGHTS

Privacy and Dignity

1. Aria Gold Care Ltd will treat all service users, their family and friends with dignity and respect at all times.

2. All service users and their family and friends human rights and citizenship will be upheld at all times.

3. Aria Gold Care Ltd will support individual choice and personal decision making at all times.

4. We will respect and encourage the right of independence at all times.

5. The service user has the right to privacy and not to be interrupted during conversation with any visitors or when carrying out tasks that they personally wish to be responsible for.

6. The carers will respect the service users request to make any telephone calls in their own home in private and without being observed.

7. The carer will respect the service users personal belongings and be fully aware that they are a guest in the service users home.

8. Confidentiality of the service users wishes, conversations and personal data will be maintained at all times.

9. Records and data held on our service users will be kept confidential at all times and only shared on a need to know basis when there is a need to maintain client safety.

10. Carers will only enter the service user's property and areas within the home with the express consent of the service user.

11. Dignity for the service user will be maintained at all times and if assistance is required for bathing, dressing and other personal needs, carried out by a carer of personal choice by the service user.

Recognising that service users require respect and dignity is intrinsic to individual's health and well-being. When undertaking personal care procedures these will be done in private to maintain our service user's dignity.

12. Aria Gold Care Ltd will aim to minimise service users feelings of inadequacy, inferiority or vulnerability which have arisen due to their disability .

13. We will recognise individuals need for personal fulfillment and to offer our service users a programme of events and activities that they wish to participate in. We will ensure that service users are actively involved in the choices that are made whilst safeguarding their needs.

Maintaining Independent Living ,making choices and having a fulfilling life.

1. We wish our service users to make choices and plan their life without it causing them any personal harm and encourage whenever possible to manage themselves ,with supervision if necessary to maintain an independent lifestyle.

2. We encourage service users to be responsible for their own health and well-being and actively involve them in the planning of their care needs and social needs.

3. We aim to encourage our service users to maintain their level of skills be it gardening baking ,flower arranging or other hobbies and activities to maintain a quality of life and not to focus on their disability.

4. We will liaise with family and friends of service users to provide a continuous service to allow a trusting and friendly relationship with the service user and their carer.

5. We will take service users on trips away from the home with the express consent from the service user and their family or friends.

6. We will encourage service users to maintain an active life within their community and encourage participation in local activities and religious observations if required.

7. We will ensure that all civil rights of our service users are upheld and arrange for them to vote at elections if they wish to do so and allow access to public facilities such as libraries, education and transport.

8. We will ensure our service users have regular appointments with doctors, attend hospital appointments, optician and therapy services if required.

9. We will ensure that service users have access to podiatry, manicure, hair and grooming services and any other therapeutic service they desire to maintain their sense of well-being.

10. We will respect our service users desire to have some rest and quiet time on their own if required.

11. We will respect the wishes of the service user at all times and the choices they make .

12. We have a policy for equality and diversity and will respond to those needs by respecting the ethnic, cultural and religious practices of service users, outlawing any discrimination shown and helping service users to attend festivals and events that are an important part of their life.

CHOICE

We will enable our clients to have choice as to when they wish to have a carer assist them and how the care has to be provided. We will encourage empowerment to make choices in maintaining an independent quality of life.

SECURITY

The security of the service users home and possessions are fundamental and all carers will follow the protocols and procedures for dealing with :

- Keys for property
- Securing the property
- Handling service users personal money when shopping is required
- Maintaining records
- Adhering to health and safety
- Adhering to medicines management policy

The safety and security of our service users is paramount as well as ensuring a duty of care to the carers that they comply with all security policies that are in place.

ARIA GOLD CARE LTD PROVIDES THE FOLLOWING SERVICES

- Personal care for the elderly and infirm.
- Companion service to the elderly.
- Sitting service only to allow main carer or family member to shop or attend a social event or other.
- Care for those with Dementia specializing in Alzheimer's Disease.
- Those suffering from severe and enduring mental health conditions
- 24 hour live in care

QUALITY ASSURANCE

We will monitor each service user's care and any changes that are required within their individual care plan by:

- Weekly supervision meetings of staff to update service user's needs and care plans
- Regular reviews by registered manager with the client and their advocate to ensure we are meeting all the service user's needs
- Audit of client activity logs and charts to ensure accurate recording
- Complaints procedure monitoring
- Significant and Untoward incident reporting
- No Blame culture
- Client satisfaction surveys
- Training and development
- Annual review of policies and procedures

REGISTERED PROVIDER

ARIA GOLD CARE LTD

COMPANIES HOUSE REGISTRATION NUMBER 08310140

Registered office;

1 Sterling Court

Loddington

Kettering

Northants

NN14 1RZ

HEAD OFFICE:

43 Hillside Crescent

Weldon

Nr Corby

Northants

NN17 3HF

Tele : 01536 400705

Fax : 01536 771652
e-mail address: inez@ariagoldcare.co.uk

REGISTERED MANAGER:

Inez Harvey
43 Hillside Crescent
Weldon
Nr Corby
Northants
NN17 3HF
Tele : 01536 400705
Fax :01536 771652
e-mail address: inez@ariagoldcare.co.uk

ARIA GOLD CARE Ltd CARE WORKERS

We take great care in recruiting our care workers and ensure they are trained to a competent level within social care. They are vetted and interviewed and have to provide two references which are followed up by a personal phone call to the referee by the registered manager.

Regular training and appraisal takes place. All staff have an enhanced CRB check to ensure they are not barred from working with vulnerable adults

COMPLAINTS

We at Aria Gold Care aim to provide a high quality service to our service users ,but on occasions there may be a need to raise a concern if the service is not meeting the needs of the service provider. We take all complaints very seriously and aim to address them by the following procedure:

Significant Incident Events Reporting: A form is filled out recording the incident or complaint and is discussed in an anonymous basis. The incident is discussed with all carers at a learning event to improve standards

and quality ,a revision of procedure or process is then put into place .

If a service user ,family member or friend has cause for complaint then please write in the first instance to :

Mrs Inez Harvey
Registered Manager
Aria Gold Care Ltd
43 Hillside Crescent
Weldon
Northants
NN17 3HF

We will also provide you with our policy on dealing with complaints.

In the event that the complaint remains unresolved to your satisfaction then please write to:

Complaints Department
Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

We also welcome positive feedback on the things we are doing well and encourage ideas and suggestions to improve our service.

We will also conduct annual satisfaction surveys for our service user, family and friends to complete in order to monitor the quality of service provision.

If you wish to give positive feedback please contact Mrs Inez Harvey, Registered Manager who will be happy to take your comments and suggestions.

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Author Mrs I Harvey

