



response domiciliary care statement of purpose

Our dedicated team of domiciliary care specialists deliver personal care services of the highest quality.

Our Aims & Principles

Purpose of Document:

This document summarises basic information about Response Domiciliary Care Agency, for users of our service, people who are considering using our service, and their friends, relatives, carers and representatives of users and potential users. It includes the material required by the Health and Social Care Act 2008, Essential Standards of Quality and Safety. It should be read in conjunction with our service user's guide.

Response Domiciliary Care Agency:

Response Domiciliary Care Agency is registered with the Care Quality Commission (CQC) for the regulated activity of personal care. The regulations that govern our registration are: Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 and the Care Quality Commission (Registration) Regulations 2009. The office is open Monday to Thursday 9-5 and open Friday 9-4. During this time you can contact the staff using the details on the front of your service user pack.

Our Aims and Objectives:

Response Domiciliary Care Agency provides care to people who have been assessed as needing assistance to meet their social and personal care needs. Our holistic approach to home care recognises the individuality of each person and care programmes are designed to put the person in control and fit in with their preferred lifestyle. We will provide these supports in your own home

at times that are suitable and convenient to you. Our packages are fully personalised and give flexibility to individuals who may control their individual budgets. We place the rights of service users at the forefront of our philosophy of care.

Our Principles:

- Focus on service users. We aim to provide a service that is driven by the needs and aspirations of our service users by listening to them.
- Fitness of purpose. We are committed to achieving our stated aims and objectives through reviewing our service. We welcome the feedback from our service users and their representatives.
- Comprehensiveness. We aim to provide a package of care, working with other agencies, to meet the needs and preferences of our service users.
- Meeting Assessed Needs. The care we provide is based on the thorough assessment of needs and the systematic and ongoing planning of care for each service user, made in conjunction with care managers and other health care professionals.
- Quality Services. We are committed to providing a quality service and to continuous improvement of the care we provide. We are required to meet the Essential Standards of Quality and Safety.

“Experience of life is the best experience a person can have for this work.”

Experienced & Responsible People

Services We Provide:

Personal Care

- Assistance with getting up washing and dressing
- Grooming
- Getting ready for bed
- Having a bath or shower
- Managing continence
- Assistance with Stoma/ Catheter care
- Administrating medication
- Laundry/ironing

Practical care

- Companionship and help with structuring activities
- Light household duties
- Shopping
- Liaising with other health professionals
- Visiting dentists/opticians/hairdressers
- Collecting prescriptions
- Accompanying to social activities
- Collecting pensions benefits
- Paying bills

We provide services for the following service users:

- Older people
- People with mental health problems

Fees

Our fees start from:

£18.81 per hour weekdays

£22.87 per hour weekends and bank holidays

The Responsible Person:

The person registered with the Care Quality Commission as the nominated individual for Response DCA is:

Mary Parslow

A. G. Palmer House

Morrell Crescent

Littlemore

Oxford

OX4 4SU

Tel: 01865 397960

E-mail: mary.parslow@response.org.uk

Qualifications: Registered Mental Health Nurse

Experience: Mary Parslow has had many years experience at senior management level within mental health and is currently Operations Manager at Response.

The Registered Manager:

The person registered with the Commission for Social Care Inspection as the Registered Manager for Response DCA is:

Rachel Greenough

Domiciliary Care Manager

A. G. Palmer House

Morrell Crescent

Littlemore

Oxford

OX4 4SU

Tel: 01865 397943

Email: rachel.greenough@response.org.uk

“The most important people in your organisation are the care and support workers.”

Our Organisation & Our Workers Care

The Organisation's Care Workers:

We recognise that for most Service Users the most important people in our organisation are the care and support workers with whom service users will have regular contact.

We take great care in recruiting, training and supervising our staff. Our staff have a wide range of qualifications and have been inducted using T.O.P.S.S

First aid
Fire training
Food Hygiene
Manual handling
Drug Administration
Safeguarding Adults training
Managing Challenging Behaviour
Stress Management
Bereavement and Loss
Confidentiality and Data Protection
Working with Diversity in Service Provision
N. V. Q levels II & III in Health and Social Care
N. V. Q Assessor
Certificate in Community Mental Health

All Staff take part in the supervision and appraisal scheme.

Discrete and private assistance maintaining dignity and respect for the individual and the community.”

Your Privacy & Your Rights

Service Users' Rights

We place the rights of service users at the forefront of our philosophy of care. It is accepted practice for individuals to express and exercise their rights.

Privacy

We strive to retain as much privacy as possible for our service users in the following ways:

- Giving help to personal situations as discreetly as possible.
- Guaranteeing service users privacy when using the telephone, opening and reading post and communicating with friends, relatives or advisors.
- Ensuring confidentiality of information the agency holds about service users. Response is signed up to the Information Sharing Protocol.

Dignity

Disabilities quickly undermine dignity, so we try to preserve respect for our service users' intrinsic value in the following ways:

- Treating each service user as a valued individual.
- Helping service users to present themselves to others as they wish through their own clothing, personal appearance and behaviour

in public.

- Tackling the stigma from which our service users may suffer through age, disability or status.
- Addressing individuals by their preferred title.

Independence

All service users are encouraged to maintain as much independence and individuality as possible in the following ways:

- Providing as tactfully as possible, human or technical assistance when it is needed.
- Maximising the abilities our service users retain for self-care, for independent interaction with others, and for carrying out the tasks of daily living unaided.
- Helping service users take reasonable and fully thought out risks.
- Encouraging service users to have access to and contribute to the records of their own care. All service users receive a copy of their care plan.

Helping you choose the best way forward,
from a range of options, for every aspect of
your life.

Your Choices & Hopes

Choice

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

- By encouraging service users to exercise choice in their selection of organisations and individuals who support them.
- To manage our service so far as possible to service user's preferences as regards to the staff that support them.
- Avoiding wherever possible treating service users as a homogeneous group.

Fulfillment

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:

- Informing ourselves as fully as each service user wish, about their individual histories and characteristics.
- Responding appropriately to the personal, intellectual, artistic and spiritual values and practices of every service user.
- Respecting the service user's religious, ethnic and cultural diversity.
- Attempting always to listen and attend

promptly to any service user's desire to communicate at whatever level.

Civil Rights

We aim to help our service users to continue to enjoy their rights in the following ways:

- Provide easy access for our service users and their friends and relatives to complain about or give feedback on our services.
- Encourage our service users to make full use of all services present in their local area.

Training our people to be professional and safeguarding personal dignity with the best possible care.

Our Professionals & Our Professionalism

Quality of Care

We wish to provide the highest quality of care, and to do this we give priority to a number of areas relating to the operation of the agency, and the service we provide.

Health And Personal Care

We draw on expert professional guidelines for the services the agency provides. In pursuit of the best possible care we will do the following:

- Produce with each service user, regularly update, and thoroughly implement a service user plan of care, based on initial and then continuing assessment.
- Take steps to safeguard the service user's privacy and dignity in all aspects of the delivery of health and personal care.
- Treat with special care service users who are dying, and sensitively assist them and their relatives at the time of death.

Complaints And Protection

We know that service users may become dissatisfied from time to time and may even suffer abuse inside or outside of the agency. To tackle such problems we will do the following:

- Provide and operate a simple, clear and accessible complaints procedure.
- Take all necessary action to protect the service user's legal rights.
- Make all possible efforts to protect service user from every sort of abuse and from the various possible abusers.

Qualified, competent, registered, quality assured, accurate, safeguarded and bang-up-to-date.

Our People: Skilled; Experienced; Trained

Staffing

We are aware that the agency's staff will play a very important role in the service users' welfare. To maximize this contribution, we will do the following:

- Employ staff who are skilled and experienced in all areas of personal care.
- Provide at all times an appropriate number of staff with qualifications in health and social care to ensure that contracts can be met.
- Observe recruitment policies and practices, which both respect equal opportunities and protect the service user's safety and welfare.
- Contract our staff to a range of training, which is relevant
- Response is able to provide their staff access to the NVQ programme. They have qualified assessors able to take candidates through the levels appropriate. All staff are required to undertake NVQ Level 2.

Management And Administration

We know that the leadership of the agency is critical to all its operations. To provide a leadership of the quality required, we will do the following:

- Always engage as registered manager a person who is qualified, competent and experienced for the task.
- Aim for management approach, which creates an open, positive and inclusive atmosphere.
- Install and operate effective quality assurance and quality monitoring systems.
- Work to accounting and financial procedures, which safeguard service user's interests.
- Supervise and appraise all staff and voluntary workers regularly and carefully.
- Keep up-to-date and accurate records on all aspects of the agency and service users.
- Ensure that health, safety and welfare of service users and staff are promoted and protected

“Talk to us. We will listen.”

Complaints Procedures

Complaints Procedure

Response has a full complaints and compliments policy that can be requested at any time. A copy is included in the service user’s pack given to each client.

If a service user has a reason to complain, he/she should in the first instance speak to the staff on duty. If a service user feels that his/her complaint has not been resolved to his/her satisfaction, they can make a written complaint as explained in the policy to:

The Registered Manager
Mrs Rachel Greenough
Response Domiciliary Care Agency
AG Palmer House
Morrell Crescent
Littlemore
Oxford OX4 4SU

If you feel that the complaint is still unresolved then it would be passed to the following person:

The Registered Provider
Mrs. Mary Parslow
Response
AG Palmer House
Morrell Crescent
Littlemore
Oxford OX4 4SU

You can at any time write to the Care Quality Commission at:

The Commission for Social Care Inspection
4630 Kingsgate
Cascade Way
Oxford Business Park South
Cowley
Oxford OX4 2SU

If the complaint is still unresolved then the next step would be to write to:

The Local Ombudsman
Commission for Local Administration
The Oaks
Westwood Way
Westwood Business Park
Coventry CV4 8JB

We understand and believe that our differences are what make us stronger, we are therefore committed to equality of opportunity in all areas of our work.



response

promoting independent&community living

Excellence as Standard

Response is a charitable organisation providing housing, support, learning and care services to meet the needs of people who experience mental health issues in Oxfordshire and beyond.

For further information visit www.response.org.uk

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Company Limited by Guarantee.
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Charity Number: 1101071