



# **Statement of Purpose**

Person Centred Care Services  
135 Mottram Road  
Stalybridge  
Cheshire  
SK15 2QS  
0161 351 9505

Registered Manager: Hazel Shaw

## **Location and Facilities**

Person Centred Care Services was formed in August 2009 and operates in the Tameside area with plans to expand to the High Peak.

The offices are located on the A6018 approximately one mile from the town centre of Stalybridge, Cheshire, close to public transport.

The business premises have been fully refurbished in 2016. We have our own training facilities and there are additional training/meeting rooms, should these be required.

## **Aims of the Service**

Our mission statement is:

*To provide good quality, reliable, person centred home and community support services in the Tameside and High Peak areas; by a well trained, highly motivated, qualified and valued workforce.*

Person Centred Care Services is a company whose philosophy is to provide high standard support to vulnerable and dependent people. We aim to provide a service that is flexible, reliable and consistent and will incorporate the essential elements of choice, dignity and respect.

We aim to foster an atmosphere which both enables and encourages our service users to live as full, interesting and independent a lifestyle as possible with the scope and duration of our service provision being kept to a minimum, in line with an agreed plan of care.

We aim to ensure that at all times services are provided which comply with

The Care Act 2014, The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (Amendment) Regulations 2015 and The Care Quality Commission (Registration) Regulations 2009, Care Quality Commission (Registration and Membership) (Amendment) Regulations 2012, Care Quality Commission (Registration) and (Additional Functions) and Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2012 (Amendment to Parts 4 & 5) which refer to the arrangements for the provision of personal care and staffing respectively.

We will endeavour to continually improve our performance.

## **Objectives**

Person Centred Care Services main objective is to provide a competent and professional service to people who wish to live in their own homes. We will recruit and train our workforce to ensure that our values are adopted by them at all times; we will ensure that our service users' rights are acknowledged and respected by any employee who may be in contact with them.

## **Nature of Services Provided**

Services are offered by Person Centred Care Services to a range of service users including

- Older people

- People under 18 years
- People with Dementia
- Adults with a learning disability
- Adults with a physical disability
- Adults with sensory loss
- The terminally ill

In addition, we are able to provide staff for residential and day care facilities.

### **Quality of Service**

Person Centred Care Services is committed to providing quality services for service users by caring, competent, well trained staff.

This will be achieved by

- Staff development programme
- The recruitment of staff who share our values

We will provide services based upon consultation and assessment of the service users needs

This will be achieved by

- Listening to staff, service users and others who have an interest in the quality of the services provided.
- Ensuring that assessments are made which balance risks and needs.
- Promoting a level of responsible risk taking in daily living activities.
- The operation of an effective care planning system.

We will involve service users in the planning and review of the services that are provided for them to ensure that their needs are met.

This will be achieved by

- Enabling and empowering service users to influence the services provided by giving each service user a real say into how services are delivered.
- Encouraging service users to become involved in all decisions which are likely to affect them, either now or in the future.

We will consult people about their satisfaction with the service and actively seek suggestions for improvement.

This will be achieved by

- Service users' consultation and satisfaction surveys.
- Commissioners and purchasers comments and feedback.
- Management review of our Quality Management System.

We will ensure that service users are fully informed about all matters that might affect their well being.

This will be achieved by

- The provision of a Service Users Guide.
- Information letters as required.

- Provision of leaflets or other notices which inform the service user.

We will afford all service users and staff an equality of opportunity in respect of working in the service users' home.

This will be achieved by

- The provision of an Equal Opportunities Policy

## **Service Users Rights**

Person Centred Care Services will ensure that service users rights are respected at all times, service users will

- Have the right to be addressed by the name of their choice.
- Have the right to independence and to care for yourself as far as you are able.
- Have the right to have your home and property treated with respect with our staff acting in a courteous and efficient manner and at all times with honesty and integrity.
- Have the right to be treated with dignity and respect.
- Have the right to be treated as an individual.
- Have the right to privacy at all times by treating all information and knowledge about you and your family in the strictest confidence.
- Have the right to receive an anti-discriminatory service which is responsive to your race, religion, culture, language, gender, sexuality, disability and age.
- Have the right of access to your own personal records and information relating to the decisions made with all support staff that affect your life and where necessary to be assisted with this.
- Have the right to take an active part in any decisions about daily living arrangements that affect your life.
- Have the right to look after your own medicines.
- Have the right to have your health and safety promoted and safeguarded.
- Have the right to control your own finances, if you are able to do so, or we will ensure that staff maintain accurate records of expenditure. *Our staff will never sign any legal documents, accept any gifts from you and your family and never borrow from or lend money to you and your family.*
- Have the right to make personal life choices such as what food you eat and what time you get up and go to bed within the scope of the service provision.
- Have the right to be involved in the writing of your own Service User Plan and be involved in any formal reviews of your needs, which will take place at regular intervals.
- Have the right to access our formal complaints procedure and be represented by a friend, relative or adviser if necessary.

## **Facilities and Services**

Person Centred Care Services can offer the following

Personal Care Tasks:

- Dressing and undressing
- Getting up and going to bed

- Washing, bathing, shaving, hair care
- Feeding
- Continence management
- Medication
- Sitting and Support

#### Practical Care Tasks:

- Vacuum cleaning, polishing, dusting, cleaning bathroom, toilet etc.
- Making and changing beds
- Laundry and ironing
- Shopping, pension collection, paying bills
- Cooking Meals
- Looking after pets

#### Professional Care Tasks

Person Centred Care Services can help to arrange visits or provide escort facilities to a number of other professionals of the service users' choice, for example:

- Optician
- Dentist
- Physiotherapist
- Occupational Therapist
- Chiropody
- Chiropractic
- Osteopathy
- Acupuncture
- Reflexology
- Aromatherapy
- Hypnotherapy

#### **Social Inclusion/Activities**

- Escorting to Hospital, GP, Out Patients appointments etc.
- Escorting to and assistance at a place of worship, Library, Pubs and Clubs, Day Centres, Leisure Centres, Shops, Colleges of Further Education etc

#### **Qualifications and Experience of Registered Manager/Responsible Individual**

The Responsible Individual, who is also The Registered Manager, is Hazel Shaw; Hazel has worked in Social Care provision for twenty nine years, fifteen years with Social Services, four years with a small care provider, three years with a national care provider and presently running her own business,

Hazel has experience of working with all groups of service users and holds the following qualifications:

- NVQ 4 Registered Managers Award
- Post Graduate Certificate in Management

- Institution of Occupational Safety and Health - Managing Safely
- Certificate in Personnel

Hazel is based at:

135 Mottram Road  
 Stalybridge  
 Cheshire  
 SK15 2QS  
 Telephone 0161 351 9505

The offices are open

Monday to Thursday 9.00am to 4.30pm

Fridays 9.00am to 3.00pm

The telephone number is available 24 hours per day; an answering service will redirect you in emergency situations out of office hours.

A senior manager is available for emergencies 24 hours per day.

### **Range of Qualifications of Care Staff**

All care/support and supervisory staff will be required to attend a comprehensive induction to the company and will be required to attend ongoing updates, any training identified in their Training Needs Analysis and any specialist training that is necessary to enable them to carry out all tasks required, including:

- Principles of Care
- Values
- Communication
- Equality and Diversity
- Health and Safety
- Infection Control
- Emergency Aid
- Food Hygiene
- Moving and Handling
- Safeguarding
- Medication
- Autism
- Epilepsy etc

In addition all staff will be required to be registered onto a Diploma in Health and Social Care course to the required level commensurate with their post within three months of joining the company.

### **Comments, Concerns and Complaints**

Person Centred Care Services welcomes any Comments, Concerns or Complaints about the service delivered or suggestions of how to improve the services provided. Complaints or concerns about the service provided will be treated seriously and as far reasonably possible confidentially.

If a service user or their relative requires any help to make a complaint they can request this by telephoning or writing to us or by speaking to the care/support worker.

Please see Appendix 1 – Complaints Procedure

### **The Care Quality Commission**

Our service is regulated by The Care Quality Commission, they are a national body which regulates the conduct of Domiciliary Care Agencies in England and their contact details are:

CQC North West

Citygate

Gallowgate

Newcastle upon Tyne, NE1 4PA

### **Local Authorities**

The addresses of the local Authorities in the areas which we work are:

#### **Tameside MBC**

Adult Services

Ashton Primary Care Centre

193 Old Street

Ashton under Lyne

OL6 7SR

Telephone 0161 342 8355

#### **Derbyshire County Council**

County Offices

Matlock

Derbyshire

DE4 3AG

Telephone 01629 772213

## **Statement of Purpose**

Date: 18.07.2016

Review Date: 19.07.2017