

TD Homecare Services Limited

3 Whittingham Place. The Avenue
Freshwater. Isle of Wight. PO40 9UR

Statement of Purpose

Health and Social Care Act 2008

Introduction

A statement of purpose is a legally required document that includes a standard set of information about a provider's service. This is information required to be produced by the Care Quality Commission (CQC) and this statement of purpose has been implemented in line with these requirements.

This document provides key information about the service provided by TD Homecare Services Limited for users of the service, people who are considering using the service and their relatives, carers and representatives.

This statement of purpose will provide you with a summary of our services. It offers you an insight into our aims and objectives, values and our approach to delivering a service that will meet people's needs.

This document should be read in conjunction with our service users' guide. Both documents can be produced in alternative formats in line with the Accessible Information Standard.

The Service We Offer

The service type provided at this location is a Domiciliary care service (DCC). Domiciliary Care is a provision for people who live in their own homes but require additional support with different daily tasks including personal care, household duties, shopping and accessing the community. The aim is to help people maintain their independence and quality of life.

Domiciliary Care Services register to provide the regulated activity:

- Personal Care

CQC describes the regulated activity of personal care as consisting of the provision of personal care for people who are unable to provide it for themselves, because of old age, illness or disability, and which is provided to them in the place where those people are living at the time when the care is provided.

We offer a range of personal and functional care and associated domestic services to meet individual needs. This will be achieved by promoting a standard of care which embraces fundamental principles of good care practice that is evaluated through our quality assurance processes.

Care is provided in partnership with service users, their carers and relatives, respecting individual diverse needs, preferences and choices.

People We Can Support

Currently we can provide care and support to the following:

Adults aged 18-65

Adults aged 65+

People with a Sensory impairment

People with a Physical disability

People with Dementia

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The type of service we can provide

Currently the support we can provide includes:

Key Personal Care and Support:

- Dressing and undressing
- Bathing, washing, shaving and oral hygiene
- Continence Care
- Medication requirements and other health related activities
- Manual handling
- Eating and meal preparation

Domestic Support:

- Laundry and ironing
- General household duties

Social Support

- Support to attend appointments
- Community Engagement
- Support with shopping
- Assistance with finances and correspondence.

Specialist Support

There are some aspects of care and support that require staff to have specific training and these will be discussed and assessed at the start of your service.

The type of service we cannot provide

We cannot undertake tasks that require the skills and expertise of clinical professionals.

We do not provide nursing care.

Our Aims and Objectives

Our aim is to provide a service in people's own homes, at times that are convenient and in ways that suit individual needs. 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.

To meet individual needs in the community we aim to achieve the following objectives:

- To deliver a flexible service of the highest quality that provides consistency of care.
- To treat people who receive care and support with respect at all times.
- Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use our service and their carers at all times.
- Promote personal choice
- Uphold and endorse non-discriminatory practice and promote equality, diversity and inclusion at all times.
- Respect a person's right to confidentiality.
- Support people to stay safe and be protected from abuse.
- Promote an inclusive service where people are regularly consulted about the service we provide and can contribute to the quality of the service.
- To ensure that all service users are aware of the procedures of making compliments, comments and complaints.

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Safeguarding

We place a high priority on keeping our service users safe. We work on the principle that it is the right of vulnerable service users to be kept safe from all forms of abuse/harm and therefore recognise that we must at all times protect our service users and identify and deal with specific instances of abuse/harm if they occur, following the required procedures and best practice guidance.

Complaints, Concerns and Compliments

Even with the most conscientious and responsive care, it is inevitable that we will not please everyone all the time. Comments and complaints will be listened to and acted on effectively and service users will not be discriminated against for making a complaint.

Service Users or their representative, have the absolute right to comment or complain and the complaints, concerns and compliments policy and procedure will be used. A copy of this policy will be included in the information provided to all service users.

We will of course be pleased to hear of any compliments.

Quality Assurance

We are committed to ensuring that there is continual evaluation and review to maintain, monitor and improve governance and auditing practice.

Through our quality assurance processes, we will monitor your care, audit our processes and act on feedback received.

Staff Profile

We place prime importance on employing staff that are fit for the job, have appropriate qualifications, skills and experience to ensure the health and welfare needs of clients are met.

Staff are required to have a full interview, a full and satisfactory CRB check and may only commence employment when this has been received, together with satisfactory references.

We also ensure that all staff have an induction in line with the Skills for Care, care certificate, are properly trained and have adequate supervision and regular appraisal. We endeavour to ensure that service users have confidence in their staff members and that their service can be relied upon to provide the best quality of care.

Local Advocacy Services

We will make service users aware of local advocacy and other relevant services available in the locality as required.

Regulatory Body

We are registered with the Care Quality Commission who will inspect our service on a regular basis to ensure we are compliant with the Health and Social Care Act (Regulated Activity) Regulations 2014 and meet or exceed the fundamental standards. They can be contacted at:

CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Telephone: 03000 616161 (Office Hours)

E-Mail: enquiries@cqc.org.uk

Website: <https://www.cqc.org.uk>

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Our Values and Principles

Service Users Rights

The aim of a 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 us.

- **Dignity and Respect**

All our service users have the right to be treated with dignity and respect. The right to dignity recognises the intrinsic value of people as individuals and the specific nature of each person's particular needs. We will treat people with the same respect we would want for ourselves or a member of our family.

- **Privacy**

The right of individuals to be left alone or undisturbed and free from intrusion or public attention into their affairs.

- **Personal Choice**

Each service user will be encouraged to exercise their full potential for making personal choices related to care, support and lifestyles.

- **Confidentiality**

The right to confidentiality will be maintained and safeguarded. Information kept about service users, their families and carers will be made available to those individuals on request, in compliance with data protection legislation and will only be given to other agencies as required by law, in exceptional circumstances to prevent harm to the service user or, with the permission of the service user or (where appropriate) their representative.

- **Independence**

Service users will be supported to maintain independence. Services are aimed at maximising the individual's capacity for self-care and mobility.

- **Communication**

Service users have the right to be listened to and be fully informed on all aspects of their care and support.

- **Risk Taking and Personal Responsibility**

All service users are entitled to make decisions about their daily lives and activities. This may, from time to time, result in a conflict between ensuring safety and maximising independence, we will work with people to support their decisions to take reasonable risks.

Data Protection and Human Rights

We will store all information in a safe and secure place. No information about Service Users will be shared without your knowledge or approval unless to do so would cause harm.

Equal Opportunities

We ensure that we comply with the legal requirements under the Equality Act 2010 and various other equality legislation requirements and are committed to operating our service in a way that is fair and appropriate. We will take positive steps to ensure equal opportunities in employment and equal access to our services to avoid unlawful discrimination in employment and against service users, irrespective of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.