

Statement Of Purpose

Our Principles:

This Statement of Purpose sets out our aims and objectives, philosophy of care and organisation of care and support of people in their own homes.

Our Belief's and Core Values:

Essential Nursing and Care Services Limited will enable people within their own homes and community settings to:

- ♥ Have equality of opportunity as individuals, whilst respecting choice and independence.
- ♥ Lead as fulfilling and independent lives as possible through the care and support provided.
- ♥ Be protected from harm, abuse and exploitation.
- ♥ Grow and develop as individuals.
- ♥ Promote social inclusion within the community.

Our Aims and Objectives:

Our Aim:

To deliver a high quality service to people throughout Dorset and the surrounding areas which meets the assessed need, through the respect of individuals and the promotion of independence.

Our Objectives:

- ♥ Treat service users and staff with dignity, respect, sensitivity and fairness, regardless of their circumstances.
- ♥ Work with service users to optimise opportunities to enhance independence and promote choice.
- ♥ Enabling individuals with disability or illness to remain at home in a safe and comfortable living environment.
- ♥ Provide a service that is flexible and responsive to the needs of individuals and carers.
- ♥ Adopt best practices and maintain high standards in our work.
- ♥ Work in partnership with others to help provide better services.
- ♥ Encourage individuals to comment about the strengths and shortcomings of our service, and ensure that we learn from these.
- ♥ Keep individuals informed of developments and changes which may have implications for the provision of services to them.

Essential Nursing and Care Services:

Essential Nursing and Care Services operates from:

Head Office
Unit 7, Concept Park
Innovations Close
Poole
Dorset
BH12 4QT

Which is the base of operations for care services and support provision.

For operational purposes services are managed from an additional branch located at:

173 Bridport Road
Poundbury
Dorchester
DT1 3AH

Each branch has a dedicated team. This arrangement helps with the management of different demands for each area.

Staff based within Poole head office coordinate the work of approximately 56 care workers, whilst in the Dorchester branch the co-ordinator is responsible for 20 care workers. Our comprehensive, nurse led, classroom based training is delivered in our purpose built training suite at Head Office. In addition to this, Head office also manages our Accounts and HR functions.

Queries, comments, compliments and complaints are dealt with by each individual branch.

Provision of the Service:

Essential Nursing and Care Services supports individuals over 18 years of age, living within Dorset and the surrounding areas. The service operates 24 hours a day, 365 days a year. Following an initial assessment, our Assessor, (in consultation with our Domiciliary Care Manager), will assess the care and support needed. Where we are able to meet an individual's agreed goals and outcomes, a person centred plan of care will be completed which includes a risk assessment, and a flexible programme of support commences.

Essential Nursing and Care Services provide practical and emotional assistance to people who are at risk of not being able to remain independent in their own homes, for example, due to frailty, following illness, or discharge from hospital.

Our Management Team:

Responsible Person: Rose Ware **RN, Dip MS, Dip NS, BSc (Hons)**, Director

With over 26 years' experience in nursing including Head of Nursing at The Winterbourne Hospital and District Nurse in the local community, Rose has extensive experience of managing and developing nursing and support services. Her up to date knowledge in both Nursing and Management enables her to maintain the high standards of excellence she so firmly believes in.

Registered Manager: Sophie Smith, Domiciliary Care Manager (Poole and Dorchester).

Sophie began her career in Health and Social Care working in the community as a support worker. With over four years' experience as a care coordinator and five years' experience as a Domiciliary Care Manager, Sophie strongly believes in leading her team effectively to provide a high quality, person centred service.

The Operational Team (based at Poole Head Office):

Care Manager	To oversee the Department through effective leadership and management.
Care Coordinator	To programme weekly schedule of care and support for all care workers and service users.
Assessor	To ensure service users' needs are met through effective person-centred planning
Team Leader	To supervise and observe care workers to ensure that needs and expectations are met in line with benchmark and compliance.
Care Workers	To work as part of a team, meeting the personal care and social needs of service users.

The Operational Team (based at Dorchester Office):

Care Manager	To oversee the Department through effective leadership and management.
Care Coordinator	To programme weekly schedule of care and support for all care workers and service users.
Care Workers	To work as part of a team, meeting the personal care and social needs of service users.

On appointment, our care workers receive a comprehensive induction programme, centred on the Care Certificate. This induction includes Role of the Health & Social Care Worker, Personal development, Communication, Equality and Inclusion, Principles for Implementing Duty of Care, Principles of Safeguarding in Health and Social Care, Person-centred support, Health and Safety in an adult care setting, Moving and Handling, Basic Life Support, Conflict Management, Introduction to Care, Medication, Food Hygiene, End of Life, Dementia Awareness, Mental Capacity Act and Information Governance training. The induction training also includes specific training related to medical and social needs. All staff are issued with a Handbook and expected to develop their skills through regular competency based assessment, clinical observation, supervision and appraisal.

Our Key Conditions of Service:

- ♥ Risk Assessments are undertaken on the commencement of our service to ensure that our staff can work in your home with minimal risks to all parties. This may include the use of specialist equipment and associated training.
- ♥ An initial care assessment charge will be made prior to the commencement of your care package (for self-funding service users). You will be asked to sign a contract to confirm your agreement to engage in a plan of care and support.
- ♥ We ask that you refrain from smoking when being visited by our team members.
- ♥ We ask that you accept the carers selected to visit. We will respect any request for a gender specific care worker.
- ♥ We will treat you, and our staff with dignity, respect and sensitivity. We cannot deliver a service where staff may be subject to: abuse, including verbal, sexual and physical assault.
- ♥ We will place a Record of Care folder in your home, to record your care and support needs, important daily progress and events. This folder must remain in your home and be made available to our care workers.
- ♥ Our care workers will need to be given easy and safe access to your home. This may include holding security codes.
- ♥ Care workers follow an Infection Control procedure, which may include wearing protective clothing.
- ♥ Care workers may not remain alone in your home.
- ♥ Care workers will ask you to sign their timesheets, verifying the actual times of their visit to you.

- ♥ Essential Nursing and Care Services Limited endeavour to offer a time specific service, however there may be occasions that your visit time needs to be altered.

How you can help us:

If you want to make a change to your plan of care or visit schedule, please give us at least 24 hour notice. We realise that in an emergency, this may not be possible.

We ask that you keep us up to date with any permanent or temporary changes in your circumstances. We can quickly adapt our service to suit you.

Please ensure that all dogs and cats are placed in a separate room when your care worker visits.

How to Complain:

The Complaints Policy and Procedure details the various ways in which complaints and concerns may be raised. The procedure outlines how each complaint should be reported immediately to a member of the management team, together with the timescale within which the complainant may expect their complaint to be processed.

Individuals are encouraged to share complaints or concerns with Essential Nursing and Care Services Limited management team in the first instance, who will do all that they can to resolve the complaint. Further stages of the complaints procedure are open to individuals and their representatives if a complaint cannot be resolved at an early stage.

A copy of the Complaints Policy and Procedure is held at your local office and in your Record of Care Folder. This folder also includes a feedback form and we welcome comments from individuals who use the service as it helps us to understand what aspects of our service people like and what we should be doing differently.

Essential Nursing and Care Services Limited supports people contacting the Care Quality Commission which is an independent public body, set up to regulate social care. The Care Quality Commission ensures that care services are run in accordance with common quality standards, set by Government. The Care Quality Commission is committed to improve the quality of care services in England and improve the protection of vulnerable people using these services.

You can find out more about the Care Quality Commission, or raise comments, compliments and concerns about Essential Nursing and Care Services Limited, at any time, by contacting:

Care Quality Commission (CQC)
National Customer Service Centre
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA

Tel: 03000 616161

Email: enquiries@cqc.org.uk

Website: www.cqc.org.uk

If you would like to seek independent advice and support, services such as the Citizens Advice Bureau and local voluntary organisations can help.

Reviews and Quality Assurance:

The Domiciliary Care Team are involved in sharing information to tailor care and support on a day to day basis. This collaborative approach enables the team to meet individual changing levels of independence and assists in the care management process for each service user.

Assessors also undertake reviews in the service users own home in accordance with the company Quality Assurance Policy and risk assessments are reviewed where necessary. Our staff are supervised, both on an individual and group basis within the context of our Quality Assurance procedure.

All Service Users are encouraged to tell us if or how the service is meeting their needs and are also provide with feedback forms on the service.

Care workers record individual's progress against goals and service user outcomes are monitored.

Policy and Procedure:

Essential Nursing and Care Services Limited have key policies and procedures in place which include:

- Fairness and Dignity at Work
- Disciplinary Procedure and Conduct
- Equal Opportunities
- Health and Safety
- Staff Development and Training
- Supervision / Personal Development Review
- Administration of Medication
- Nutrition and Hydration
- Safeguarding

Working Environment and Insurance:

Care workers operate almost exclusively in the service users own homes. To facilitate a safe and appropriate working environment care workers work within a Health and Safety policy framework, which includes administration of medication, infection control, risk assessment and moving and handling.

Care workers wear a uniform to identify them, as Essential Nursing and Care staff, carry an identification badge and use protective clothing, such as plastic aprons, hand sanitiser and gloves. In addition, they are issued with equipment, such as torches and personal alarms and are trained in the use of specialist equipment as required.

Essential Nursing and Care Services Limited Insurance Cover is available for inspection and the respective offices.

How to Contact us:

If you need to contact Essential Nursing and Care Services Limited you can telephone us on: 01202 711144 (Poole Head Office) or 01305 757590 (Dorchester branch) within the hours of 0830 – 1730 hours Monday to Friday. Outside of these hours an emergency on call service is in operation and can be reached on our main office number.

You can also write to us at:

Essential Nursing and Care Services Limited
Unit 7, Concept Park
Innovation Close
Poole
Dorset
BH12 54QT
Email: enquiries@essentialnursing.co.uk

Diversity Statement:

Diversity is not about treating everyone in the same way, but about recognising and valuing difference, as well as recognising and addressing inequalities and disadvantage.

As an employer, Essential Nursing and Care Services Limited seeks to promote the Equality Act 2010, which protects individuals from discrimination, identifying a number of protected characteristics. As a company we work to ensure that staff adhere to the Act.

Further information on services provided by Essential Nursing and Care Services Limited can be accessed at: www.essentialnursing.co.uk