

Statement of Purpose

Peoples Choice UK Ltd
Room 2-3 GT House
24-26 Rothesay Road
Luton
Beds
LU1 1QX
Tel: 0844 854 9445

Legal Statues - Organisation

Welcome:

Peoples Choice UK Limited's Statements of Purpose

AIMS & OBJECTIVES OF Peoples Choice UK Ltd

People's Choice UK Ltd key objectives is to enhance the quality of life, relieve the stress experienced by service users who have care needs as a result of disability, illness and age.

- To offer service users (Person Centre Approach), flexible high quality personal and practical care services designed to support individual people living in their own home.
- Seek to involve service users and carers in the provision, management and development of services provided by People's Choice UK Ltd.
- Offer skilled care to enable the Service Users we support to achieve their optimum state of health and well-being.
- Uphold the human and citizenship rights of all Service Users, staff and visitors.
- All Service Users to have equal rights and entitled to protection against any form of discrimination.
- Respect and encourage the right of independence of all Service Users.

- Recognise the individual Uniqueness of Service Users, Staff and Visitors, and treat them with dignity respects at all times.
- Respect individual requirements privacy at all times and treat all information relating to them in a confidential manner.
- Recognise the individual needs for personal fulfilment and offer individualised programmes of meaningful activities to satisfy the need of Service Users and staff.
- Respect the privacy and personal choices, lifestyles, customs, cultures and Religion values of each person for whom a service is provided.
- People's Choice care workers are trained, supervised and supported to provide quality personal care service for people with a wide range of disabilities and illnesses, will ensure each service user is valued and has the right to control their own affairs.

Location

People Choice Domiciliary Care Agency is situated in Luton Town, Bedfordshire. The location is close to Town Centre, nearer to the Police Station, Social services, Walk in Surgery, and Shops amenities.

Building

The building has access through the front and back doors. There is a wheelchair ramp for disabled access, plus a lift facility is present. It also includes a private car park, and public parking is available in the area. There is a training room available for staff development. Kitchen facilities are available for staff break.

Staffing

All new members of staff, including trainees and all staff under 18, will successfully complete an induction programme to the standard of the Skills for care Common Induction Standards, within 12 weeks of appointment.

New employees will not begin work until a cleared DBS check has been received.

Qualification

The Registered Manager

The Registered Manager is Ebenezer Toby King who has worked in the care industry for many years before proceeding to become a Social Worker with management experience in both the Public and Private Sectors. Ebenezer Toby King has a qualification in Social Work (BSc Hons) and has attained enormous experience at a management level.

Ebenezer Toby King has worked extensively with people with learning disabilities, physical disabilities, older people with dementia and people with mental health problems.

Care Co-ordinator

The Care Co-ordinator has attained NVQ level 2 and is currently undertaking QCF NVQ Diploma in Health and Social Care Level 3 and has been working as a Support Worker for the past five years. All our staff will attain QCF NVQ Diploma in Health and Social Care Level 2 and continuing to develop their skills to meet the CQC National Minimum Care Standards.

Training and Development programme

- Health & Safety
- Risk Assessment Health & Safety
- Basic Food Hygiene
- Moving & Handling Theory
- Moving & Handling Assessments

- Moving & Handling Practical
- Fire Safety 1: Hazards & Prevention
- Fire Safety 2: Drills & Evacuation
- Emergency First Aid
- Effective Hand Hygiene (including Infection Control Induction Exercises)
- Medication Awareness Training
- Safeguarding of Vulnerable Adult

Details of Registered Provider, Nominated Person and Registered Manager

Registered Provider:

Name: Peoples Choice UK Limited

Address: Room 2-3 GT House

24-26 Rothesay Road

Luton

Beds

LU1 1QX

Experience: People's Choice care staff possess a range of experience in the care of older people, people with mental health problems, people with learning/physical disability in both residential and home care settings.

Nominated Person:

Name: Mr Ebenezer Toby King

Address: Room 2-3 GT House

24-26 Rothesay Road

Luton

Beds

LU1 1QX

Registered Manager:

Name: Ebenezer Toby King

Address: Peoples Choice UK Ltd, 24-26 Rothesay Road

Room 1

Luton

Beds

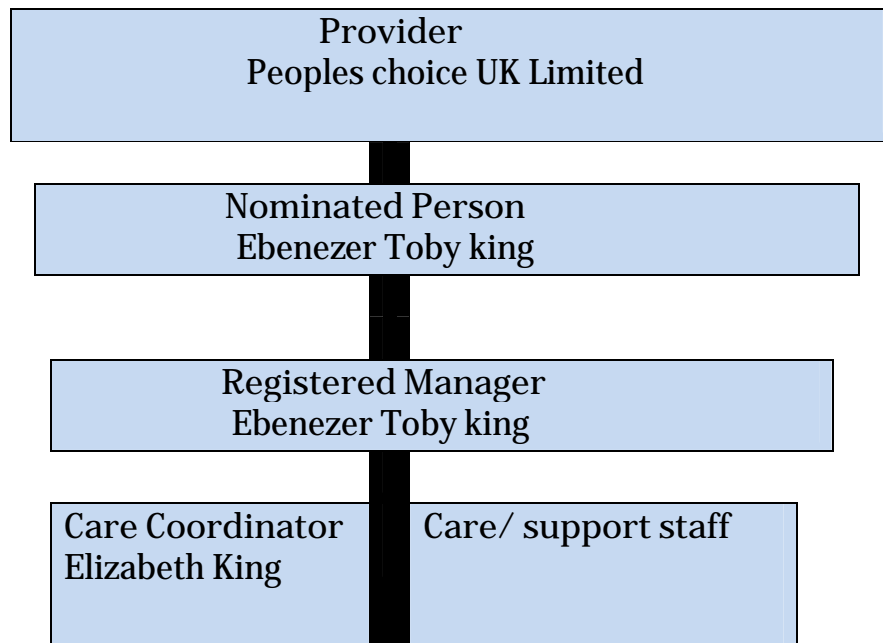
LU1 1QX

Staff Profile

A list of current staff and their qualifications is available on request and on display in the office. The staff allocated to support you will be chosen in order to match their skills with your needs, and also to minimise travelling distances in order to support good time attendance. In addition to the direct support staff the Registered Manager works 30 hours per week, most of which should be in addition to the levels displayed. In certain circumstances the manager may be included within the staffing levels described. Staffing levels may be changed at the discretion of the Manager if there are particular needs.

Care staff work on a rota system which ensures that the service is staffed by the appropriate number and skill mix, including weekends and public holidays. New employees are inducted to National Training Organisation standards within 12 weeks of employment. We manage and train our employees with the aim that all of our carers achieve NVQ level 2. All other employees receive the training appropriate to their work, for example Food Hygiene for catering staff. All employees receive training in health and safety matters such as moving and handling, fire awareness and procedures, adult protection issues, and a range of other matters.

Organisation of the Agency



Description of Our Services and Facilities

Services offered:

The following services are provided at The Agency's location:

Domiciliary care service

The following regulated activities apply to services provided by The Agency:

Personal Care

- Cleaning
- Bed-making
- Laundry
- Ironing
- Shopping

- Escort
- Companionship
- Personal Hygiene
- Washing
- Bed bath
- Bathing
- Toileting
- Preparing food and drinks
- paying bills

The Agency provides services for the following bands of Service User:

Older people

Adults

Physical disability

Learning disabilities or autistic spectrum disorder

Dementia

Service User Care Plans are reviewed on an individual basis, according to assessment need, at least every month.

Therapeutic Activities

Peoples Choice UK Ltd has a policy of promoting the maintenance of Service Users' normal social network and social activities. The Service User's Care Plan includes a facility for recording life history, social networks and contacts, and preferences for activities and hobbies in order that the Service User is offered access to those networks and activities which are appropriate and desired.

Making a Complaint and Giving Compliments

- We believe that complaints and compliments are a valuable indicator of the quality of our service, and an opportunity to improve that quality.
- We assure all Service Users that no-one will be victimised for making a complaint, we encourage Service Users to instigate the complaints procedure

whenever they feel that this is necessary.

- We do not wish to confine complaints to major issues.
- We encourage Service Users to comment when relatively minor matters are a problem to them, such as receiving cold food, or being kept waiting without explanation, or being spoken to in a manner that they do not like.
- It is our policy that all matters which disturb or upset a Service User should be reported, recorded, and corrective action should be taken.
- Only in this way can we work towards meeting our aim of continuously improving our service.

Our commitment is that:

- All complaints will be taken seriously;
- All complaints will be acted upon with fairness and impartiality;
- You will receive a response within 24 hours of the complaint being made, and a final reply within 28 days;
- If the complaint is upheld, you will receive a written apology and appropriate action will be taken to rectify the complaint, and you will be informed of what that action is;
- Service Users are entitled to involve an impartial third party in the complaint procedure if they so wish.

Service Users and their representatives may take their complaints to persons in authority outside The Agency. For Service Users funded all or in part by Social Services or the Primary care Trust, complaints may in the first instance be directed to them.

For privately funded clients, a range of advocacy services are available locally and they will be happy to help you deal with the complaint. In the event of a serious issue and complaint, you should contact the CQC.

Addresses:

<p>Director of Social Services: Luton Borough Council Social Services Unity House 111 Stuart Street, Luton, LU1 5NP Tel: 01582 546000</p>	<p>Care Quality Commission: Care Quality Commission (CQC) National Correspondence Citygate, Gallowgate Newcastle upon Tyne NE1 4PA Tel: 03000 616161 Fax: 03000 616171</p>
<p>Local Primary care Trust: Luton and Dunstable Hospital NHS Foundation Trust Lewsey Road, Luton, Bedfordshire, LU4 0DZ Tel: 08451270127</p>	<p>The Local Government Ombudsman PO Box 4771 Coventry. CV4 0EH Tel: 0845 602 1983 or 024 7682 1960 Fax: 024 7682 0001 advice@lgo.org.uk</p>

Advocates

Service Users have the right to access external agents who will act in their interests to help them solve problems, discuss concerns etc. The Registered Manager will be happy to provide information on local advocacy groups and other support networks.

Some of those currently known to us are:

Advocacy Alliance Pohwer (Bedford and Luton) Tel: 03004562370

Luton Mencap Advocacy Service Provider Avondale Hall, 52 Avondale Road, Luton, Bedfordshire, LU1 1DJ Tel: 01582 727055

Rethink Advocacy for Bedford and Luton, North Wing Hospital Day Resource Centre, 3 Kimbolton Road, Bedford, MK40 2NU Tel: 01234 310035

**Arrangements for your voting rights can be made through the:
Electoral Services Town Hall George Street, Luton, LU1 2BQ Tel: 01582 510380**

Other documents

You are invited to review the latest CQC inspection report on the establishment, and the latest summary of Service Users' and Service Users families' views on the Services offered. These are not included in this pack because they rapidly become out of date. A copy of each will be given to you on the service commencement subsequently published on the notice board in The Agency, and copies are available from the manager at any time.

Date:
Details of complaint:
The outcome that you expect:
Your name:
Signed:
Date received:
Received by (sign):

Privacy and Dignity

We aim to respect your privacy and dignity at all times. Please speak out, or speak to the supervisor or Registered Manager if your privacy or dignity is not being respected.

Service Users' privacy:

- All Service Users have the right to be alone or undisturbed and to be free from public attention or intrusion into their private affairs. The staffs of the agency are guests in The Agency of the Service User.
- Staff will enter a Service User's property and rooms within the property only with express consent.
- Staff of the agency respect the rights of Service User' to make telephone calls without being overheard or seen by a worker.
- Records will be designed, used and stored so as to assure privacy. Legislative controls over records, such as the Data Protection Act, will be adhered to, and the Service User's explicit permission in writing will be sought before information is passed to any person other than those directly concerned with the care of the Service User.
- Records will be made available to the Service User's principal Carer and family according to the wishes of the Service User.

Service User's dignity

- Your dignity is a matter of prime importance to us, and all staff receives training in this area.
- You will be asked for the name by which you wish to be addressed, and this name will be recorded on your Service User Plan and used by all staff. You are perfectly entitled to ask that your principal career's use one name, and others use another name. The level of familiarity is under your control. In the absence of information to the contrary, staff will address you formally, using your title and surname.
- Staffs are trained to be sensitive to your feelings when in company.
- The agency seeks to reduce any feelings of vulnerability which Service Users may have as a result of disability or illness.