



Country View Homecare Services

Quality Care for the Community

Statement Of Purpose

V2.0
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AIMS & OBJECTIVES

Mission Statement

Country View Homecare Services Limited aims to provide the highest standards of domiciliary care to elderly and vulnerable people in their own homes, whilst at all times respecting their privacy, dignity and lifestyle.

Objectives

The objectives of the company are:

- a. To deliver the best possible outcomes for our elderly and vulnerable clients.
- b. To extend to our clients the basic human rights of:
Privacy, dignity, respect, confidentiality and freedom from abuse or harm.
- c. To treat our clients with patience, kindness and compassion.
- d. To respect the values, beliefs and opinions of our clients and not to suppress or deny the right of expression.
- e. To promote independence and to carry out our duties with the client and not for them.
- f. To fully involve our clients in all aspects of their care and any decisions concerning their care.

Implementation

To achieve our mission we will:

- a. Comply with the standards set down by the Care Quality Commission and review at regular intervals.
- b. Learn from communities, value their diversity and ensure equality and access to services.
- c. Provide continuous training for our staff appropriate to a client's needs and encourage personal development.
- d. Carry out quality monitoring of our care delivery and review our procedures on a regular basis.
- e. Comply with current Health & Safety legislation and observe the procedures set down in our Safety Statement.

RANGE OF ACTIVITIES

Nature Of Service Provision

Country View Homecare Services Ltd is able to provide the following services to elderly and vulnerable people on their own homes.

- a. Personal Care. Assistance with bathing, toileting, dressing and medication.
- b. Emotional Support. To provide companionship, promotion of well-being and self-confidence.
- c. Domestic Duties. Assistance with household cleaning, laundry, shopping and other general tasks.

We are able to assist people who have:

- a. Physical disabilities.
- b. Dementia.

- c. Sensory Impairment.
- d. Terminal Illness.
- e. Suffered a stroke.
- f. Mental Health problems.

Area Covered

We cover the following areas in West Sussex and East Hampshire:

Havant, Waterlooville, Emsworth, Bosham, Fishbourne and surrounding areas.

Hours Of Operation

Our normal office hours are 09.00 – 17.00 Monday to Friday. To contact the office telephone 01243 373757. Out of office hours telephones will be diverted to the Duty Manager who is able to deal with any queries up until 22.00 and after 06.00 the next morning.

Our Carers are available between 07.00 – 22.00, 7 days a week, all year round.

Provision is made for night duties the hours of which are 22.00 – 07.00. Unfortunately for safety reasons night duties cannot be split into smaller time periods.

Limitations

We are flexible in the service that we provide and we will be happy to discuss your individual requirements. However, we are not able to assist with certain tasks examples of which are:

- a. Gardening.
- b. Heavy lifting and furniture removal.
- c. Pet care and dog walking.
- d. Technical tasks for which the Carer has not been trained.
- e. Working at height.
- f. Medical procedures, including giving injections. (We **are** able to assist people to take their medication successfully).

DETAILS OF REGISTERED PROVIDER AND MANAGER

Registered Provider: Country View Homecare Services Ltd
The Country View Centre
Westbourne Road
Westbourne
West Sussex Tel: 01243 373757 Email: homecare@caresouth.co.uk
PO10 8UL Fax: 01243 374800 Website: www.caresouth.co.uk

Registered in England No: 4278202. Registered office as above.

Postal Address: PO Box 149
Havant
Hants
PO9 2WA

Directors: Mrs Maureen Hughes & Mr Keith Hughes

Registered Manager: Miss Maria Chapman

RELEVANT QUALIFICATIONS

Registered Provider

Country View Homecare Services Limited has been operating since September 2001. During this period we have already established a good reputation within the local community and the business has steadily expanded.

We are currently on the approved list of providers with Hampshire and West Sussex Social Services Department. We registered with the National Care Standards Commission in August 2003 and are now regulated by the Care Quality Commission.

We operate from dedicated offices that house all the facilities and infrastructure necessary to deliver an effective care service. Our facilities are also large enough to be able to accommodate the training that we need to provide to our staff.

The Managing Director, has a wealth of experience in this field and has held managerial positions for many years in both the public and private sectors with well established high profile national organizations. She completed the Registered Managers Award in 2004 and is very familiar with Domiciliary Care at all levels. She is also qualified to teach certain specialist courses to her own staff and continues to do so. The MD is supported by the other Director who oversees all the administration and finances of the business. He has considerable experience in these areas and holds formal management and accountancy qualifications.

Registered Manager

The Registered Manager has been employed by the company since it began in 2001. She is very experienced in all aspects of the business and is very familiar with the intricacies of care and the needs of Service Users.

In addition to completing all internal training courses she has also undertaken: NVQ 3 Assessors Award, NVQ 3 and NVQ 4 in Health & Social Care and has recently completed an NVQ 4 in Leadership and Management for Care Services.

Care Workers

All of our Care Workers are subject to a thorough selection procedure that includes a face to face interview, Criminal Records Bureau (CRB) disclosure and we ensure that at least 2 satisfactory references are obtained.

Before any Care Worker is entrusted with an assignment they will have completed a thorough induction course and been mentored in the community with an experienced worker. Our Care Workers receive continuous training as part of our commitment to deliver a high standard of care. Examples of this training are: moving & handling, fire safety, food handling, promotion of values, communication skills, disease and infection control, accidents, emergencies, disabilities, first aid, health & safety. We also provide more specialist training such as Palliative Care, Stroke Awareness, Dementia Awareness, the Managing Director is qualified to deliver this training

Our Care Workers have an array of qualifications that include the courses mentioned above but we also have a training programme to enable our Staff to achieve an NVQ level 2 or 3 award in Care.

We encourage personal development and assistance is provided for Care Workers to obtain formal qualifications relevant to their work.

COMPLAINTS PROCEDURE

The company takes very seriously any complaints or dissatisfaction of the service that it delivers. We encourage the Service User to take up any complaint with the Registered Manager at the earliest opportunity either in writing or by telephone. Please inform us if these communication means are inappropriate and we will arrange a suitable alternative.

Stage 1

If your complaint is of a minor nature and it is your wish not to complain formally, you may inform your Care Worker who will attempt to bring the situation to a satisfactory conclusion.

Stage 2

If your Care Worker is unable to rectify or deal with your complaint or you wish to complain formally, then you should contact the Registered Manager as soon as possible either by telephone or in writing to:

**The Registered Manager
Country View Homecare Services Ltd
PO Box 149
Havant,
Hants. PO9 2WA. Tel: 01243 373757**

On receipt of a complaint the Registered Manager or authorized representative will endeavour to initiate an investigation immediately but in any event within 3 days. We will keep you informed as to how the investigation is proceeding at all stages. Please bear in mind that we may have to request a meeting with the complainant as part of the investigation process. If you prefer you may have a person of your choice present at the meeting. The Registered Manager will inform the complainant of the action to be taken in response to a complaint within 28 days of first being made.

Stage 3

If you are unsatisfied with the outcome of the complaint or in the way in which it has been handled, you may take the issue further by writing to:

**The Managing Director
Country View Homecare Services Ltd
PO Box 149
Havant,
Hants. PO9 2WA. Tel: 01243 373757**

A record of all complaints including the details of the investigation and outcome will be kept on the personal file of the Service User and Care Worker held by the company. All complaints, the result of the investigation and the outcome will be recorded and details will be made available to the Care Quality Commission when requested.

You may write to or contact the Care Quality Commission at any time.

**Care Quality Commission
National Correspondence**

**Citygate
Gallowgate**

**Newcastle upon Tyne
NE1 4PA**

Tel: 03000 616161

Email: enquiries@cqc.org.uk

www.cqc.org.uk