

# Statement of Purpose

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## Introduction

The Responsive Care Group offers an array of personal, functional care and associated domestic services to meet the needs of dependent Service Users. With the following services being our primary remit:

- Live in and Responsive Community Care
- 24 Hour Lifeline Response Care and Assisted Technology (Personal Care and Non-Injured Falls Assistance)
- Travel Buddies (Providing carers to Service Users who want to travel)

Our services provided meet a range of needs required by individuals who wish to continue living in their own homes and community. This will be achieved by promoting a standard of excellence which embraces fundamental principles of good care practice that is witnessed and evaluated through the practice, conduct and control of quality care in their home environment and within the community.

Care provided to service users ensures that we are respecting their diverse needs, preferences and choices. At The Responsive Care Group we also ensure that any relatives, carers and friends of our service users are also supported. It is standard practice for a member of our management team to visit each service user before commencing the service to be able to understand the individual situation and then provide the most suitable package accordingly.

## The Aims and Objectives of the Company

Person centered care assessment forms and individual care plans are the core of the service we provide here at The Responsive Care Group and our staff are also committed to meeting our aims and objectives:

- To deliver a service of the highest quality that will improve and sustain our service users' overall quality of life.
- To ensure that the service is delivered flexibly, attentively and in a non-discriminatory fashion, whilst respecting the client's right to independence, privacy, dignity, fulfilment, and the rights to make informed choices.
- To ensure that service user needs, and values are respected in matters of religion, culture, race or ethnic origin, sexuality and sexual orientation, political affiliation, marital status, parenthood and disabilities or impairments.
- To match the nominated Carer as closely as possible with the service user and respecting the need to change the Carer in the event of subsequent incompatibility.
- To manage the Care and Response Service efficiently and effectively to make best use of resources and to maximise value for money for the Purchaser / Service User.
- To involve service users and carers in the provisions, management and development of services, which will be monitored regularly as part of the quality assurance framework ensuring that the service is run in the best interests of our service users.
- To ensure that all service users are aware of the procedures of making compliments, comments and complaints.

## The Nature of Services Provided

Service provision is based on operational values and principles of care.

### Values and Principles of Care

The Responsive Care Group believes that, for services to be effective, they should be based on clear values and principles and an understanding of the fundamental and individual needs of service users. The Service Values are as follows:

#### Privacy

The right of individuals to be left alone or undisturbed and free from intrusion or public attention into their affairs. This is considered in the formulation of Care Plans, and will only be overridden in exceptional circumstances, and with the knowledge of the service user or their advocate.

#### Confidentiality

Service user confidentiality is, wherever possible, maintained. On occasion, it will be necessary, for the benefit of the service user or others to share personal information with either other professionals or organisations. Where possible, service users are consulted, and their views considered.

#### Independence

Service users are enabled to act independently. Services are aimed at maximising the individual's capacity for self-care and mobility. Packages of care are also reviewed as required to ensure we are providing the right types of care and support that promotes independence.

#### Communication

Service users have the right to be heard and to be fully informed on all aspects of their care. We ensure methods of communication are appropriate to the abilities and experiences of each individual and are tailored to each particular set of circumstances.

#### Dignity

All individuals, whatever their circumstances, have the right to be treated with dignity and respect.

### Risk Taking

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. Service users will be supported in their decisions to take reasonable risks.

### Fulfillment

Every individual, whatever their circumstances, has the potential for development, and the right to hold personal aspirations. Within the boundaries set by legislation and professional social work ethics, service users are encouraged in achieving their personal goals.

### Rights

The rights of citizenship are safeguarded for all service users. Work should be conducted in a manner that facilitates empowerment and makes appropriate use of advocacy.

### Responsibilities

Service users are expected to accept appropriate responsibilities, considering their particular abilities and circumstances. These may include having due regard for others, for property or for participation in Care Plans.

### Choice

Services are designed to be accessible and flexible, promoting ordinary lifestyles and based upon service user's own choices. Individual choice is promoted, within the limits imposed by service constraints.

### Carer Support

The value of the contribution of carer and family support is fully recognised. The needs of carers providing, or intending to provide, regular or substantial care is, where requested, assessed independently of the needs of the service user. The outcome of the assessment is considered when agreeing Care Plans. At The Responsive Care Group we also feel this enables individual care plans to be person centred.

## Corporate Statement of Good Practice

The philosophy of The Responsive Care Group is to reflect and promote values that focus upon the individual Service User as being at the center of Care and Response Service

planning and Service delivery. To help achieve this, the Company has drawn upon the fundamental Core Values of Care to develop the following Service Values which will form the basis for considering the provision of an individual Care Service:

- Autonomy and independence of personal decision-making, including the assumption of risks as well as responsibilities associated with citizenship.
- Choice of occupational activities, lifestyle, and the best way to maintain independence, including the opportunity to select independently from a range of options.
- Respect for the intrinsic worth, dignity and individuality of the person and his / her racial and ethnic identity and cultural heritage.
- Participation and integration in society, and in the development of plans, policies and decisions affecting the individual's life.
- Knowledge about conditions and prospects, options and opportunities, and ways of improving the individual's life.
- Fulfillment of personal aspirations and abilities in all aspects of daily life, including the chance to develop new skills and knowledge.
- Privacy from unnecessary intrusion, and the preservation and safeguarding of confidentiality.
- Equality of opportunity and access to services irrespective of age, race or ethnic origin, creed, colour, religion, political affiliation, disability or impairments, marital status, parenthood, sexual gender or sexual orientation.

The realisation of these values, together with the level of help and support required to achieve personal goals, will be a unique process for each person - every person is an individual. However, the value principles remain constant and will provide a sound foundation for the provision of care to all, regardless of personal circumstances and in accordance with The Responsive Care Group's Equal Opportunities Policy.

## Services we Provide

At The Responsive Care Group we have fully trained staff who are introduced to service users, prior to commencing service for Live in care and Response services (For large response contracts information will be provided by the contractor and every attempt will be made to introduce ourselves to new service users. This ensures that we are meeting the service user's preferences of their carer.

The carers at The Responsive Care Group are trained in accordance with Skills for Care Common induction as well as bespoke training tailored to meet the specific needs of their service users. Furthermore, they are supervised and supported to provide a quality service to a wide range of people who need care and support whilst living in their own homes, ensuring:

- Service users feel that they are treated with respect and valued as a person, and their right to privacy is upheld
- Service users are assisted to make their own decisions and control their own lives and are supported in maintaining their independence.
- All service users are treated equally and are protected against any form of discrimination.

A Service user's care plan is produced through consultation with each care user, their families and authorized persons and will include information about the service users care needs, wishes, preferences and personal goals. This is reviewed as required to ensure care is provided to always support current needs and requirements.

## Key personal and care support is provided with:

- Dressing and undressing
- Bathing, washing, shaving and oral hygiene
- Toilet and continence requirements
- Medication requirements and other health related activities
- Manual handling

- Preparing and eating meals

### Specialist tasks:

There are aspects of the service that require staff to have specific experience or training in order to ensure they can undertake such tasks.

### Tasks requiring specialist training or experience include:

- Catheter care – changing bags, monitoring output and emptying bags
- Assistance with eye or ear drops
- Medication
- Assistance with non-injured falls (using appropriate lifting equipment)
- Assistance with Ileostomy and Colostomy care

All care staff are required to be assessed as competent before providing the above care duties

Care workers will NOT undertake tasks that require the skills and expertise of clinical professionals.

### Such tasks include:

- Toe and nail cutting
- Ear syringing
- Removing or replacing urinary catheters
- Bowel evacuations
- Bladder washouts
- Injections – involving assembling syringes, administering intravenously, controlled drugs
- Filling of oxygen cylinders
- Lifting from the floor unaided or bearing the weight of a client

- Tracheotomy care – changing tubes
- Skin prick tests for diabetics
- Any invasive procedures

The Responsive Care Group does not provide nursing care services.

### Quality Assurance

The Responsive Care Group is committed to ensuring that services continue to meet the service user's needs and requirements. We do this through our passion to care, stringent processes and organisational values. We feel feedback is very important and feel good communication and regular contact is key. At The Responsive Care Group we achieve this by ringing to communicate with our Service Users and their relatives regularly. We send out feedback forms that can be completed privately or whilst we visit. At The Responsive Care Group we feel this feedback is key to ensure we can make changes to our service as required.

Our Quality Assurance is important with the recruitment of carers who share our vision and passion for care. This continues with systematic and ongoing monitoring of their performance to ensure we deliver a consistently high-quality service, which is our priority.

The service will be audited and evaluated against the National Minimum Standards, and against our service outcomes.

## The Name and Address of the Registered Provider and of any Registered Manager

The address and contact details of The Responsive Care Group are as follows:

The Responsive Care Group Nottingham - Head Office  
Burnaby House,  
12 Church Street,  
Mansfield Woodhouse,  
Nottinghamshire,  
NG19 8AH

T: 0800 689 4267

E: [info@responsivcaregroup.com](mailto:info@responsivcaregroup.com)

W: [www.responsivcaregroup.com](http://www.responsivcaregroup.com)

**The Registered Manager is:** Miss Sophia Michelle Harris

Sophia Harris can be contacted on the above number during working hours. There is an out of hour's number provided for service users, families, professionals and carers.

## The Relevant Qualifications and Experience of the Registered Provider and any Registered Manager

**Registered Manager** Sophia Harris is a Company Director and has 20 years' experience in social care within a variety of care settings. In addition to all mandatory training Sophia is a trained commercial lawyer and has held positions as a CQC Auditor and Change Management Consultant, Registered Manager, Maternity Nurse, senior carer and Managing Director of an eHealth company.

Qualifications include and are not exhaustive of a First-Class BA Hons Degree in Law and Business Management, LLM in Corporate and Financial Law, NVQ level 2 and 3 in Health and Social Care.

## The Range of Qualifications our carers' hold are:

The Responsive Care Group retains a complete record of all qualifications, credentials and experience gained for each staff member, whether full-time or part-time. These records may be found in the Staff Files retained at the Company's offices and are of limited access for reasons of confidentiality and security.

As a summary, Carers are required to have, as a minimum, the following qualifications for them to provide care services for service users in their homes:

- Moving & Handling
- Health & Safety
- Basic Food Hygiene
- Administration of Medication
- Basic Infection control
- Principles of care
- Role of the Care Worker
- CQC Understanding
- Policies and Procedures
- Dementia Awareness
- First Aid/Basic Life Support
- COSHH (Controls of substances hazardous to health)
- SOVA (Safeguarding of Vulnerable Adults)
- Mental Capacity and DoLS

## Induction training incorporates shadowing an experienced member of staff, office or face to face-based training

All members of care staff are offered the care certificate if they do not already hold an NVQ 2 or above in Health and Social care. At The Responsive Care Group we also have carers participate in questions to ensure they are aware of the most updated information.

## Complaints, Concerns, Comments & Compliments

With respect to Service User feedback concerning the quality of Care Services provided this information is formally reviewed for content and possible action. These reviews classify Service User feedback as follows and is considered as positive through to negative feedback.

### Types of feedback

- Compliments - positive input regarding aspects of the Care Service
- Comments - still positive, but possible scope for improvement
- Concerns - negative feedback where action may be required to address a problem
- Complaints - serious concerns on the part of the Service User, requiring formal action as described below:

There is a formal process for the management and handling of complaints from Service Users. This is documented in the complaint's procedure. The Policy provides for appropriate investigation and a timely response to the complainant, and if required the means for the Service User to take the complaint to the appropriate regulatory authorities. This is explained in the Service User file and the Service User is also made aware of the right to complain prior to finalising the Care Service Contract.

### Complaint Procedure synopses

1. To ensure that the service we provide matches service users' needs and their expectations we welcome any comments they may care to make
2. As one of our service users you are perfectly entitled to make complaints at any time. If you wish to complain about the service, you receive from us then you should follow the steps below
3. If possible, the problem should be discussed with the person providing the service

4. If you feel unable to discuss the problem with them or you feel they are unable to solve the problem, then you should contact The Responsive Care Group's Registered Manager
5. If possible, at this stage you should record your complaint in writing and send it to The Responsive Care Group addressed to the Registered Manager. You may wish to ask a friend or relative to write out the complaint for you, which if possible, you should sign
6. If you are not happy about making the complaint yourself and you do not know someone who is prepared to talk to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you
7. If we receive a written complaint it may take a little time to consider it fully but we will write to you within 5 working days to acknowledge receipt of the complaint and to inform you of the steps we are taking to resolve it
8. If no immediate solution is found we will investigate the complaint fully, contacting those concerned. We will then write to you within a further 2-3 weeks with details of our findings, any action we have taken, and proposals to resolve your complaint
9. The Company Director will review all complaints received and the outcomes to ensure that a satisfactory conclusion has been reached
10. As part of The Responsive Care Groups quality assurance process all concluded complaints will be followed up/ reviewed within 3 months. The company director will contact the complainant to ensure that they are satisfied with the outcome and services have improved
11. It is the policy of the Company to strive to ensure that compliments outweigh complaints
12. The company ensures that its entire staff are highly skilled are trained in identifying abuse situations and providing a service that safeguards protection of vulnerable adults. We have in place in-depth policies which all our care workers are aware of and practice and follow the steps to take if they have any concerns regarding

possible abuse situations. However, if you are concerned about such a situation your first step is to contact the Registered Manger, who will instigate the company's SOVA procedure

13. If you are dissatisfied with the result of our investigation, what you do next depends on whether your care is being arranged on your behalf by a Social Care Department or is being paid for privately

14. Where your care is being arranged on your behalf of Social Services or other professionals you should contact their Customer Services directly

Where your care is being bought privately, then contact:

Care Quality Commission  
National Correspondence  
Citygate  
Gallowgate,  
Newcastle upon Tyne  
NE1 4PA

T: 03000 616161

We would also like to hear from you if you are satisfied with the service provided to you by The Responsive Care Group and would like to share your opinion with us. Please write to either The Responsive Care Group directly, or Care Quality Commission

## Circumstances resulting in refusal of care

The circumstances in which the agency may cease to provide services to a service user:

There are certain exceptional circumstances in which a service would be withdrawn. These are usually because of risk to the health and safety of service users and /or care workers.

They include environmental factors where the home is unsafe for staff to work in, where certain infections are present or, where service user behavior is such that it would be unsafe for staff to work. We carry out detailed risk assessments of each home to establish whether any measures for staff safety are identified. In exceptional circumstances a meeting would be arranged with all interested parties, issues discussed, actions agreed.

In the event of staff being replaced due to absence, we will ensure that contact is made in the first instance outlining the temporary change in service.

In the event of a permanent change, as a result of a review, an outcome letter will detail these changes to the service User.

“At The Responsive Care Group our aim is to ensure we can provide a quality, person centred service that assist with individual needs.”