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| Policy No: 03-1000 | Authorised:  | Date: 06/02/2020 |
| STATEMENT OF PURPOSE | | |

This document is intended to provide a suggested structure for a Statement of Purpose. It has been designed in draft format for the individual Service Provider to adapt and customise as needed.

THE STATEMENT OF PURPOSE IS A LEGAL DOCUMENT. IT MUST THEREFORE BE ACCURATE IN ITS CONTENT AND PROPERLY REFLECT THE SERVICES PROVIDED BY THE ORGANISATION (REGISTERED PROVIDER).

The Statement of Purpose is structured as shown below. Where information refers to a specific Policy or other Controlled Document within the Service Provider's Quality Management System, these are identified in italics and in brackets.

THE STATEMENT OF PURPOSE RELATES TO THE REGULATED ACTIVITIES (REF CLAUSE 1.3) CARRIED OUT BY:
Sentinel Care Services

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Part 1: PURPOSE & OBJECTIVES OF THE ORGANISATION (REGISTERED PROVIDER):

1.1 SUMMARY OF THE ORGANISATION & ADDRESS FOR SERVICE:

- Sentinel Care Services is a provider of Domiciliary Care Services to specific sectors of the community. Part 1.5 of this Statement of Purpose will define the Organisation's Service User base.
- The address and contact details of the Organisation's administrative offices are as follows:

Address: Suite G, First Floor
Radford House
Stafford Park 7
Telford
TF3 3bq
Tel. No: 08451298157

E-mail: Admin@sentinelcareservices.co.uk

Website: www.sentinelcareservices.co.uk

1.2 LEGAL STATUS OF THE ORGANISATION:

Limited Company: Sentinel Care Ltd Company Registration Number: 4268214


1.3 REGULATED ACTIVITIES:

The Organisation / Registered Provider carries out the following Regulated Activities:

Sentinel Care Services

1.4 AIMS & OBJECTIVES OF THE ORGANISATION: (Ref: Policy No 1001)

It is the aim of Sentinel Care Services to deliver a service of personal care and associated domestic services to meet the needs of dependent clients ("Service Users") in their own (home) environment. 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 the domestic environment.

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1.5 THE SERVICE USER BASE:

- The Organisation is geared to looking after people of all ages and ailments including but not limited to Elderly, Young Adults people with disabilities and challenging behaviours providing all types of care including personal care. We also provide companionship and domestic support.
- The Organisation does not offer Nursing Care.
- The Organisation offers its services to service users irrespective of their race or ethnic origin, creed, colour, religion, political affiliation, marital status, parenthood, sexual gender, sexual orientation, and disabilities or impairments. The sole criterion for accepting a service user is the perceived ability of the Organisation to provide assessed care needs.

1.6 GEOGRAPHICAL LOCATIONS SERVED BY THE ORGANISATION:

Sentinel Care Services operates within the following geographical boundaries:

Wheaton Aston
Telford
Wombourne
Coven
Shrewsbury
Codsall
Perton
Kinver
Penkridge

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Part 2: MANAGEMENT, ORGANISATION & STAFFING:

2.1 ORGANISATIONAL STRUCTURE:

- The Staff Complement within the Organisation is structured into the following Job Positions
 - Managing Director
 - Registered Manager
 - Operations Manager
 - Deputy Manager
 - Co-ordinator
 - Supervisor
 - Care Worker

- The Managing Director, Registered Manager, and Managerial / Supervisory / Administrative staff, are employed on a full-time basis. Care Workers may be employed either on a full-time or part-time basis, depending upon service user numbers, requirements, circumstances and / or levels of dependency. A full register of all employees may be found at the Organisation's offices.

- Each Job Position is supported by 3 key documents:
 - *Employee competency Framework* - summarising the personal qualities, professional qualifications and appropriate work experience required from a Job Applicant.

 - *Job Description* - summarising the tasks and duties associated with the Job Position, and associated reporting relationships.

Policy Nos 1300 to 1307 refer; (e.g. *Policy No 1300: Proprietor*)


 - *Training Plan* - summarising the fundamental training that the job holder is required to undergo to satisfactorily carry out the duties listed in the Job Description.

2.2 THE REGISTERED MANAGER and NOTICES OF ABSENCE:

- The Registered Manager is: Sally Ann Harris

- The qualifications and experience of the Registered Manager may be found in the Staff Files retained at the Organisation's offices. These records have limited access to preserve confidentiality and security.

- The Organisation undertakes to inform the Registration Authority of any absences from daily business activities of the Registered Manager for a period of 28 days or more. Information provided to the Registration Authority will include expected length of absence, reasons for absence,

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the Person-in-Charge during the period of absence, and arrangements for continuous management of the Organisation's business. In all cases, the Organisation will ensure that requirements regarding fitness of registered providers will be satisfied in respect of acting manager of the Organisation.

2.3 STAFF QUALIFICATIONS & EXPERIENCE:

- The Organisation 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 Organisation's offices, and have limited access for reasons of confidentiality and security.
- As a summary, Care Workers are required to have, as a minimum, the following qualifications in order for them to provide care services for service users at their homes:
 - Care Certificate including but not limited to Duty of care, Equality & Diversity, Communication, Privacy Dignity, Fluids & Nutrient, Safeguarding, Basic Life support, Infection control, Moving & Handling, medicine management


2.4 FEES & CHARGES:

The fee rates for services provided are dependent on the time of day and location of the customer:

- Bank Holidays and public holidays, including Christmas Eve and New Year's Eve, will be charged at *double* the rates quoted above.

2.5 MANAGEMENT OF SHIFT ROTA PATTERNS & REAL TIME MONITORING:

- Staff rotas and allocations are fully dependent upon the size of the service user base and the levels of dependency of each service user for care services required. Full records of staff rotas are retained at the Organisation's offices.
- Each Care Worker is allocated care duties dynamically via the digital portal called Mobizio which is completed on a visit basis with details of activities made and time worked per visit. This information provides for service user invoicing.

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Part 3: SERVICES PROVIDED BY THE ORGANISATION:

3.1 ORGANISATIONAL STATEMENT OF GOOD PRACTICE (ref. Policy No 1002):

The philosophy of the Organisation is to reflect and promote values that focus upon the individual service user as being at the centre of Care Service planning and Service delivery. To help achieve this, the Organisation 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.
- Fulfilment 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 Organisation's Equal Opportunities & Diversity Policy, Ref. No 1006.

3.2 SERVICES & DUTIES WHICH ARE NOT UNDERTAKEN BY CARE WORKERS:

Implicit in the Organisation's Code of Good Practice is the clear definition of those duties which can NOT be undertaken by the Care Worker. These duties are listed as Policy No 1005 and form an integral part of the Staff Induction Training Programme.

3.3 RANGE OF SERVICES PROVIDED:

The Organisation offers help and assistance to the service user in the aspects of care detailed below. In all cases these services are controlled through detailed Policies / Procedures:


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- *Health & Social Care Services:* This specifically addresses the handling and management of a service user's medication. The following Policies refer:
 - Policy No 3300 General Policy for Managing Service Users' Medicines
 - Policy No 3301 Safe Storage of Medicines in the Service User's Home
 - Policy No 3302 Administration of Medicines to a Service User
 - Policy No 3303 Safe Disposal of Unwanted or Out-of-Date Medicines
 - Policy No 3304 Medication Problems & Errors
 - Policy No 3711 Suspected Service User Hypothermia
 - Policy No 3712 Suspected Service User Self-Neglect & Substance Abuse
 - Policy No 4201 Handling Service Users with Infectious Diseases

- *Domestic Services:* The following Policies refer:
 - Policy No 3500 Assistance with Cleaning & Housework
 - Policy No 3501 Assistance with Laundry & Ironing
 - Policy No 3502 Assistance with Planning & Shopping
 - Policy No 3504 Assistance with Management of Fuel & Heating

- *Provision of Meals & Dietary Care:* The following Policies refer:
 - Policy No 3400 Nutritional Support Policy
 - Policy No 3401 Food Preparation at the Service User's Home
 - Policy No 3402 Assistance with Feeding

- *Personal Care Services:* The following Policies refer:
 - Policy No 3200 Assistance with Personal Care - Bed Bathing
 - Policy No 3201 Assistance with Personal Care - Washing, Bathing & Showering
 - Policy No 3202 Assistance with Personal Care - Toileting
 - Policy No 3203 Assistance with Personal Care - Dressing / Undressing
 - Policy No 3204 Assistance with Personal Care - Care of Teeth & Nails

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- *Social Care Services: The following Policies refer:*
 - Policy No 3502 Assistance with Planning & Shopping
 - Policy No 3503 Assistance with Personal Planning Activities
 - Policy No 3505 Gifts, Gratuities & Bequests to Staff
 - Policy No 3718 Handling Service Users' Monies & Pensions
 - Policy No 3802 Involvement in Service Users' Wills & Estates


3.4 ARRANGEMENTS FOR CONTINUITY OF CARE:

In the event that unforeseen circumstances interrupt or prevent scheduled visits to a service user, the Organisation has established procedures to effectively ensure continuity of care. This may apply to the following circumstances:

- Where the service user has requested a change in Care Worker (refer to Policy No 3010: Assignment of Care Workers to Service Users).
- Where bad weather hinders, delays or prevents Care Workers from keeping appointments (refer to Policy No 4301: Bad Weather & Contingency Plans for Emergency Cover).
- When a Care Worker fails to report for duty, necessitating a replacement Care Worker to be assigned (refer to Policy No 3010: Assignment of Care Workers to Service Users).
- When a Care Worker fails to keep an appointment (refer to Policy No 4302: Non-Attendance of Care Staff at the Service User's Home).
- When the service user cancels an appointment.

3.5 TERMINATION OF SERVICES TO SERVICE USERS:

The Organisation's Contract for Care clearly states the obligations of both parties in respect of cancelling a Service Contract, and the required periods of notice to be given in either case (refer to Policy No 3011: Contract for Care Service Provision). However, it is recognised that there may be exceptional circumstances where the Organisation may cease to provide services to a service user. These are clearly stated, together with appropriate action to be taken, in Policy No 4305: Withdrawing the Care Service from a Service User.

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Part 4: HEALTH & SAFETY CONSIDERATIONS:

The Organisation has established an overall Health & Safety Policy (refer to *Policy No 4000*). Areas of specific concern relating to the health and safety of both Care Staff and service users are addressed as follows:

4.1 VULNERABILITY & PROTECTION OF CARE WORKERS:

The Organisation recognises the potential safety implications of Care Workers travelling, often alone, to visit service users, and its responsibility to minimise the risks involved to a manageable level while ensuring maintenance of the services provided. The Organisation has therefore established the following Policies / Procedures to address specific aspects of Occupational Health & Safety for the Care Worker:

- Policy No 3702 Entering & Leaving the Service User's Home
- Policy No 4001 Use of Disposable Protective Clothing
- Policy No 4002 Harassment, Abuse & Aggression from the Service User
- Policy No 4003 Safe Use of Hazardous Substances at the Service User's Home
- Policy No 4004 Safe Use of Electrical Appliances at the Service User's Home
- Policy No 4005 Moving & Assisting / Manual Handling Activities
- Policy No 4100 Out-of-Hours Management of the Service
- Policy No 4108 Staff Substance Abuse
- Policy No 4109 Staff Alcohol Dependency
- Policy No 4202 Handling Service Users' Pets
- Policy No 4203 Pests & Infestation at the Service User's Home
- Policy No 4204 Disposal of Waste at the Service User's Home
- Policy No 4205 Policy on HIV+ / AIDS
- Policy No 4206 M.R.S.A. Policy

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4.2 VULNERABILITY & SAFEGUARDING OF SERVICE USERS:


The Organisation recognises and appreciates the vulnerability of its service users, and of the need to ensure that their welfare and safety is protected. The Organisation has therefore established the following Policies / Procedures to address specific aspects of safety and duty of care to the service user:

- Policy No 1103 Whistle-blowing Policy
- Policy No 3717 Safeguarding Vulnerable Adults
- Policy No 3700 Management of Service Users' Keys, Door Entry Codes & Alarm Codes
- Policy No 3703 Gaining Access to the Service User's Home in the Event of Non-Response
- Policy No 3704 Fires & Damage at the Service User's Home
- Policy No 3705 Gas Leaks / Smell of Gas at the Service User's Home
- Policy No 3706 Failure of the Electrical Power Supply at the Service User's Home
- Policy No 3707 Attempted Break-ins / Theft at the Service User's Home
- Policy No 3708 Visits by Bogus Workers and Callers at the Service User's Home
- Policy No 3709 Burst Pipes / Flooding at the Service User's Home
- Policy No 3713 Accidents & Injuries to the Service User

4.3 SAFEGUARDING SERVICE USERS' PERSONAL PROPERTY:

The Organisation recognises its responsibilities in ensuring the safeguarding of the service user's personal property while undertaking duties at the service user's home, and also the duty of care involved in ensuring the safety and security of the service user's premises at the end of a visit. The Organisation has therefore established the following Policies / Procedures to address specific aspects of safety and security of the service user's property:

- Policy No 3506 Gifts, Gratuities & Bequests to Staff
- Policy No 3700 Management of Service Users' Keys, Door Entry Codes & Alarm Codes
- Policy No 3701 Staff Identification Policy
- Policy No 3702 Entering and Leaving the Service User's Home
- Policy No 3703 Gaining Access to the Service User's Home in the Event of Non-Response
- Policy No 3707 Attempted Break-ins / Theft at the Service User's Home
- Policy No 3708 Visits by Bogus Workers and Callers at the Service User's Home

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Policy No 3718 Handling Service User's Monies & Pensions

Policy No 3802 Involvement in Service User's Wills & Estates

Part 5: CONTINUOUS QUALITY IMPROVEMENT:

5.1 SERVICE USER FEEDBACK:

There is a formal process for seeking the views and opinions of service users regarding their perceived quality of the care services provided by the Organisation:

- This process focuses upon the use of Questionnaires which are given to service users and / or their family members. Questionnaires are designed to seek opinions on the Organisation, and the critical aspects of its Care Services as perceived by the service user.

(Refer to Policy No 2101 - Monitoring of Service User Feedback).

- The results of all Questionnaire surveys are reviewed on a formal basis with a view to Continuous Quality Improvement in the services offered by the Organisation.
- Additionally we use dynamic sampling of service users satisfaction via monitoring visits and supervision

5.2 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 Policy No 2103 - Management of Complaints. 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 Guide and the service user is also made aware of the right to complain prior to finalising the Care Service Contract.
- It is the policy of the Organisation to strive to ensure that compliments outweigh complaints