

STATEMENT OF PURPOSE

Care **Wyvern**

support for you at home

LEGAL STATUS	EsKe Limited t/a Care Wyvern
PROVIDER/ REGISTERED ADDRESS	Care Wyvern Yarde Place Taunton Somerset TA1 1UR
Provider I.D. Number	1-125693030
Location I.D. Number	1-593976709
PROVIDER/REGISTERED ADDRESS TELEPHONE NUMBER(S)	01823 325554 07974 829213 (Out Of Hours)
NOMINATED INDIVIDUAL WITH THE INDUSTRY REGULATOR	Mr Ru Newman
NOMINATED INDIVIDUAL QUALIFICATION AND EXPERIENCE	Managing Director
INDUSTRY REGULATOR	Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA Tel: 03000 616161 Email: enquiries@cqc.org.uk Web: www.cqc.org.uk

SERVICE LOCATION

Care Wyvern

Yarde Place
Taunton
Somerset
TA1 1UR

01823 325554
07974 829213 (Out Of Hours)

Registered Manager: Tina East BSc (Hons), PGCE (PCET)
Email: tina@carewyvern.co.uk

This document summarises basic information about Care Wyvern for users of our service, people who are considering using our service, including friends, family, carers and representatives of potential users. It includes the material required by the Care Quality Commission (Registration) Regulations 2009.

NATURE OF SERVICE PROVISION

Care Wyvern is registered to provide the Regulated Activity of Personal Care under the Service Type of Domiciliary Care. Personal Care could involve any of the following (this list is not exhaustive):

- Support with daily living outcomes
- Support with health needs outcomes
- Support with mobility outcomes
- Support with daily nutritional outcomes
- Support with religious, cultural and social outcomes
- Support with housework outcomes
- Support with shopping outcomes
- Support with local community activities to promote inclusion

Care Wyvern provides services within the following service user bands:

- Learning disabilities or autistic spectrum disorder
- Older people
- Younger adults
- Mental health
- Physical disability
- Sensory impairment
- Dementia
- People who misuse drugs and alcohol
- People with an eating disorder
- Families

OUR AIMS AND OBJECTIVES

Care Wyvern aims to provide services for people who would like care and support to remain as independent as possible. We provide domiciliary personal care services in your own home, at times convenient to you, and in ways you find most agreeable. Care Wyvern has sound principles for the running of the service. Central to these is our belief that the rights of our clients are paramount.

OUR VALUES AND PRINCIPLES

The following statements reflect the values and principles of our care and support services

- To focus on our clients. We aim to provide personal care and support in ways which have positive outcomes for our clients and promote their active participation.
- To work for the comprehensive welfare of our clients. We aim to provide each client with a package of care that contributes to his or her overall personal and health care needs and preferences. We will co-operate with other services and professionals to help to maximise each client's independence as fully as possible.
- To provide quality services. Care Wyvern is committed to providing top quality services and continuous improvements in the level of care we offer. To operate with transparency, honesty and integrity upholding our duty of candour at all times.
- To employ a quality workforce. Standards for our managers and staff are based on the national occupational standards for the care industry. We promote continual professional development throughout the organisation to maintain current best practice standards.

OUR CLIENTS HAVE THE RIGHT TO EXPECT

- To have care and/or support provided appropriate to their needs by staff whose education, experience, training and attitudes make them suitable for such a role and who will provide care in a friendly, appropriate and respectful manner
- To be treated as an individual, to make their own decisions on matters which affect them, and to participate as fully as possible (with the help of a friend or relative if so desired) in drawing up a care and support plan, reviewing it, and agreeing any modification
- To remain living in their own home if that is their wish
- To have the right to say who will and who will not enter their home
- To have personal privacy for their belongings and their affairs
- To be listened to at all times and to have their thoughts, opinions and attitudes respected and considered
- To have their values, beliefs and chosen lifestyles respected at all times
- To have their personal dignity respected at all times irrespective of any physical or mental disability
- To be encouraged to be as independent as possible, to be allowed to take risks and to live a lifestyle which is, as far as possible, geared to their personal choice and preference

- Not to be discriminated against for any reason such as race, age, colour, religion, sexual orientation, physical and financial circumstances and to have all such needs respected and accepted
- To have access to friends, relatives, religious leaders and to be assisted, where necessary in making such arrangements
- To recognise and fully understand the needs and rights of relatives and friends caring for someone else and help them decide how these can best be met
- To have access to personal files and information held about them
- To have access to a formal complaints process and to be represented by a relative/friend/advisor
- To have access to an interpreter or interpreting service if required

SAFEGUARDING

Care Wyvern aims to make the safeguarding of our clients of primary importance. We seek to comply with all legal requirements in our safeguarding practices. We therefore work closely with the local Safeguarding Adults Board over all issues relating to the safety of our clients from any kind of harm and the Care Quality Commission where involved.

QUALIFICATIONS OF OUR MANAGEMENT AND CARE AND SUPPORT TEAMS

We are aware that our staff will always play an important role in our clients' welfare. To maximise this contribution we will

- Employ staff in sufficient numbers and with the relevant mix of skills to meet our clients' needs
- Observe robust recruitment policies and practices which both respect equal opportunities and protect clients safety and welfare
- Provide an induction programme that will equip our staff for their role based on the Care Certificate Framework and include shadowing of experienced staff
- Provide at all times an appropriate number of staff with qualifications in health and social care as required
- Offer our staff a range of training which is relevant to their induction, foundation, experience and future training
- We will always engage a registered manager who is qualified, competent and experienced for the task
- Specialist training will be provided to all staff as appropriate. This will be identified through training needs analysis and supervision/appraisals processes or to ensure we can meet our clients' specific health or social care need

MANAGEMENT, ADMINISTRATION AND QUALITY ASSURANCE

Care Wyvern is aware that the leadership of our services is critical to quality service delivery. We will

- Aim for a management approach that creates an open, positive and inclusive atmosphere throughout the organisation and organisational practices
- Operate effective quality assurance and quality monitoring systems that involves actively seeking out our clients, including their friends, family carers and representatives, our staff and health professionals views on our care services and service delivery

- Plan and programme regular supervisions and appraisals for all staff
- Work to accounting and financial procedures that safeguard client and staff interests
- Carry out internal audits that are mapped against the Care Quality Commission's guidance for providers on meeting Health and Social Care Regulations, national legislation and industry current best practice protocols
- A Development Plan will be drawn up from the Audit findings
- We will continue to strive to maintain our Investor in People status
- Actively engage with and participate in Local Authority and NHS commissioner contractual reviews

HOW OUR SERVICES ARE ARRANGED

The details of our referral process are detailed in our Client User Guide. The Guide sets out Care Wyvern's terms and conditions of service delivery. The Client User guide also clearly sets out our Complaints and Compliments policy and procedures, our risk assessment processes. The document also describes tasks our staff are able to perform, those they are unable to perform and those they are able to perform with specific training to meet our clients' identified care need.