
THAMES HOMECARE SERVICE LTD

Suite B 7th Floor, Hannibal House Elephant and Castle
London

United Kingdom
SE1 6TE

Company Registration No:08973805

TEL/FAX; 0207 701 5161

EMAIL: info@thameshomecare.co.uk

STATEMENT OF PURPOSE

AIMS AND OBJECTIVES

Thames Homecare Service Ltd aims to provide a quality care and support service to people in their own homes in the local community. This will be carried out by the delivery of general support, monitoring of their welfare, personal care and domestic help. Our service is constantly reviewed to achieve a high standard through quality monitoring, flexibility and the personalization of the service to the Service User. Our staff receive formal one to one supervision at regular intervals and their performance is monitored on a day to day basis. Each Staff member receives an annual appraisal of their training needs and this is recorded and acted upon.

PHILOSOPHY OF CARE

Thames Homecare Service Ltd philosophy is to provide people with a flexible service to enable them as much choice as possible and to support them at home by experienced, well trained staff who are familiar with their needs.

The service recognises that Service User's needs are of the utmost importance and support duties will be carried out in a manner that respects privacy and dignity. The service will study the Service User's wishes and preferences and the care plan will be produced to reflect this in a way that maximises the choice and independence of the individual.

Our philosophy of care aims to promote:

- Respect for the worth, dignity and individuality of the Individual.
- Autonomy and independence of personal decision making, including the assumption of risk taking.
- Choice of occupational activities, lifestyle and the maintenance of independence, including the opportunity to select from a range of options where possible.
- Participation and integration in society in the development of plans, policies and decisions affecting the individual's life.
- Fulfillment of personal aspirations and abilities in all aspects of daily life, including the opportunity to develop new skills and knowledge.
- Maintenance of privacy from unnecessary intrusion, together with the safeguarding of confidentiality.
- Equality of opportunity and equal access to services irrespective of age, race, ethnic origin, colour, creed, religion, political affiliation, disability, health status, marital status, parenthood, gender or sexual orientation.

SERVICE DELIVERY

Thames Homecare Service aims to meet the following objectives in the delivery of a quality service:

- To ensure that the service is delivered flexibly, attentively and in a non discriminatory manner, whilst respecting each individual's right to independence, privacy, dignity, fulfillment, the right to make informed choices and take risks.
- To ensure that the service is delivered in accordance with the agreed Care Plan/Contract.
- To implement a programme of staff recruitment, training and personal development to ensure that the needs of the Service User(s) are met.
- To manage the care service efficiently, making the best use of resources to maximise best value for both the commissioner and the person receiving the service.
- To match the nominated Care Worker to the needs of the Service User and ensure that changes are made for valid reasons within the terms of the Contract.
- To undertake risk assessments of hazards involved with the provision of service and for environmental risks identified in a Service User's home. To identify risks and take measures to reduce or eliminate them in accordance with the Health and Safety Policy of the organisation.
- To provide all Service Users with written information on the organisation including a Service Users Guide, detailed care plan, daily records/logs, completed risk assessment and details of the organisation's complaints procedure and how to use it.

The Company operates from offices that are centrally based in Hayes. It is easily accessed by public transport. The premises offers access for people using wheelchairs. The address is:

Suite B 7th Floor
Hannibal House Elephant and Castle
London
United Kingdom
SE1 6TE

DESCRIPTION OF SERVICES

The Company provides domiciliary support and care to people in the community on a daily, weekly, overnight or 'live in' basis to older people, people with a physical or mental disability or people who are suffering from a medical condition/disease detailed below. We also provide respite services for carers/parents.

Personal care:

- Assistance with dressing/undressing - getting up in the morning and preparing for bed at night
- Assistance with bathing, showering and washing
- Assistance with skin care, washing hair and cleaning teeth
- Manicuring and foot care but not cutting toenails
- Assistance with bed bathing
- Assistance with toileting and use of incontinence aids

- Assistance with medication and health related duties (in accordance with the written Care Plan)
- Night sleepover or sitting service and day sitting services
- Assisting with the feeding

Social care including:

- Companionship, social skills, social interaction
- Reminiscing and mental awareness stimulation
- Letter writing, reading and managing correspondence
- Escorting to medical and social appointments
- Escorting to educational/employment establishments
- Participation in hobbies
- Walking and traveling
- Assisting with an agreed programme of convalescence/rehabilitation
- Assisting with budgeting and finances
- Support to maintain tenancies
- General supported living assistance

Domestic care including:

- The preparation of food, shopping, cooking, washing up and menu planning
- Cleaning and general routine household tasks
- Shopping
- Laundry (including incontinence laundry)

All tasks carried out by Care Workers will be agreed and set out in writing in the Care Plan/Contract.

Who the service is aimed to make provision for:

- Older people with a variety of needs
- Adults, younger adults and children with physical disabilities
- Adults, younger adults and children with learning disabilities
- Adults and younger adults with mental health problems
- Adults, younger adults and children suffering from a disease(s) or other medical conditions.

Where the services can be provided:

- In a person's own home
- Sheltering housing scheme
- Extra care housing scheme
- Day centres
- Care homes

PROFESSIONAL QUALIFICATIONS

The Registered Person/Registered Manager of The Company has achieved high qualification to provide safe and quality care service users.

Formal line of accountability

Care Workers provided by the Company will receive an induction programme to introduce them to the organisation, its philosophy of care, aims and objectives, policies and procedures. In addition, to ensure that staff are competent and trained to do the job they do, all Care Workers will receive training in mandatory subjects like, fire, food hygiene, fire safety, Health & Safety, moving and handling, administration of medication, PoVA/PoCA and cross infection at regular

intervals. Care Workers also receive specialist training in subjects to enhance their knowledge and performance.

All Care Workers have an annual appraisal interview to identify their training needs and to register them for their National Vocational Qualification (NVQ) in Care if appropriate at levels 2 or 3. Health & Social Care Act 2008 (Regulated Activities) Regulations 2009 (Regulations 23 – Outcome 12).

CONTACT DETAILS OF THE REGISTERED MANAGER/REGISTERED:

**Suite B 7th Floor
Hannibal House Elephant and Castle
London
United Kingdom
SE1 6TE**

Tel: 0207 701 5161

LEGAL STATUS: Registered Company Number at Companies House-08973805

COMPLAINTS

In accordance with the Complaints Policy of the Company, Service Users and/or their representatives who have any cause for concern or who wish to make a complaint about the service are assured that by lodging a complaint or raising a query they will experience no disadvantage or reprisal.

The Company welcomes comments from Service Users and their representative(s) and other stakeholders in the service and uses input of this type as part of their Quality Monitoring programme.

The Company operates its Complaints Procedure in accordance with the Regulation 19 of the Health and Social Care Act 2008 (regulated Activities 2009).

Informal Complaints:

These are day to day issues and can usually be resolved by simple management by the Registered Manager or a Supervisor. If the issue cannot be resolved, the matter will be dealt with as a formal complaint.

Formal Complaints:

Formal complaints will be acknowledged in writing within 2 working days. The Company will carry out an investigation and take action within 28 days of receiving a complaint and the complainant will be notified of the outcomes of the investigation, findings and action taken within this time.

If, following this, the person making the complaint is still not satisfied, an appeal to the local registering authority - either the Local Authority or the Care Quality Commission (or both) can be made.

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

Tel: 03000 616161