



Statement of Purpose Policy

By law, all Home Care Providers in England are responsible for making sure that the care they provide meets government standards of quality and safety.

The Care Quality Commission (CQC) register care providers if they can show that they are meeting government standards.

The Care Quality Commission (CQC) is the independent regulator of health and adult social care services in England.

Bellcare Domiciliary Care Services Ltd.'s Statement of Purpose Policy meets the requirements that are set out, The Statements of Purpose relates to Outcome 15.

Bellcare Domiciliary Care Services Ltd - Outcome 15 : Statement of Purpose

Individuals who use our Services:

- Will benefit from the knowledge that the Care Quality Commission is informed of the services being provided.

Bellcare by complying with the regulations will:

- Have a statement of purpose that is kept under review, and give a copy to the Care Quality Commission.
- Notify the Care Quality Commission of any changes to their statement of purpose.

Statement of Purpose Policy and Procedure

Bellcare has developed an accurate Statement of Purpose for both our Regulated Activities which are:

Personal Care

- Treatment of Disorder, Disease or Injury

This document will:

Inform all our Service User's of the services which we can provide.

- Be supplied to all our Service User's at the start of service delivery or during the planning phase of a service where possible.
- Be given to the Care Quality Commission for their records.
- Be reviewed at least annually or if there is a change to our service delivery or relevant legislation.
- If the Statement of Purpose is changed the Care Quality Commission will be notified and an updated copy supplied to them.

BELLCARE DOMICILIARY CARE SERVICES LTD

Director	CAROL WILSON
Director	IAN WILSON
Registered Manager	GEORGINA STOTT
Care Manager - Allerdale and Copeland	DEBBIE ELLWOOD
Care Manager Eden	ABI CONCHA

All the above can be contacted via the Bellcare Head Office, Telephone 01900 872 030; this is also the emergency number for out of hours.

The Bellcare Statement of Purpose for Home Care

This document summarises basic information about Bellcare for users of our service, people who are considering using our service, and the friends, relatives, carers and representatives of users and potential users. It includes the material required by the Domiciliary Care Agencies Regulations 2002. It should be read in conjunction with our Service Users Guide.

Our Aims and Objectives

- We aim to provide a flexible, efficient, value for money quality domiciliary care and support service.
- We aim to safeguard the privacy and confidentiality of the Service User, and to enable the Service User to maintain their personal independence, have informed choice and an opportunity to enjoy and contribute to society.
- Bellcare is none discriminatory and shall serve all Service Users regardless of race, nationality, language, religion or beliefs, age, sex or sexual orientation, or social standing, nor is there any discrimination made between Service Users who pay directly for the service and those who do not. In the event of special needs and preferences of ethnic, cultural and religious group's advice would be sought to enable Bellcare staff to meet those needs.
- Our objective is the provision of a high quality professional organisation that is committed to assisting the Service User to maintain his/her quality of life and to remain in their own home for as long as possible and as long as it is in the Service Users own interests.

Our Principles

- To focus on Service Users.
- To provide personal care and support in a ways which have positive outcomes for Service Users and promote their active participation.
- To making the Principles of Good Care fundamental to Bellcare's work.
- To ensure we are fit for our purpose.
- To examine our operations constantly through a self-audit to ensure that we are successfully achieving our stated aims and purposes.
- To work for the comprehensive welfare of our Service Users.
- To provide for each Service User a package of care that contributes to his/her overall personal and healthcare needs and preferences.
- To co-operate with other services and professionals to help to maximise each Service Users independence and to ensure as fully as possible the Service Users maximum participation in the community.
- To meet assessed needs. Before we provide services, we ensure that a potential Service Users needs and preferences are thoroughly assessed.
- To ensure that the care Bellcare provides meets the assessed needs of each Service User, and the needs are reassessed as frequently as necessary.
- To ensure that the care and support provided have the flexibility to respond to changing needs or requirements.

- To provide quality services. We at Bellcare are wholeheartedly committed to providing top quality services and to continuous improvement in the level of the care we offer.
- To employ a quality workforce. Standards for our Managers and Staff are based on the national occupational standards for the care industry set by the National Training Organisation.

Nature of Service

Bellcare is able to provide practical help with daily activities, personal and respite care. Bellcare has contracts with Cumbria Social Services and has staff trained to provide support and care for the following: The older person – Physically disabled – Persons with a learning disability – Mental illness – Terminally ill.
Service Users Rights

Bellcare promotes a way of life for Service Users, which permits them to enjoy, to the greatest possible extent, their rights as individual human beings. The principles of good care are fundamental to our work.

- The Service User has a right to know how services shall be provided, who shall provide them, how flexible they may be and what resources are available.
- The Service User has a right to ask about the quality of service provided and for their views to be recorded, and if necessary acted upon.
- The Service User has the right to make a formal complaint against Bellcare Management or its staff. There is a procedure and guidelines for this purpose.
- The Service User has the right to be attended to by care staff that have undergone training.
- The Service User has a right to an advocate and if required an interpreter.
- The Service User has a right for this statement of purpose to be respected and, to be reviewed in the event of new legislation.

Staff

Bellcare has a commitment of care towards all staff and for each member to be recognised as a valuable member of a team with a shared objective of giving the highest possible quality of care. Bellcare recognises that for most Service Users the most important people in our organisation are the care workers with whom Service Users will have regular contact.

- All Bellcare staff shall respect the wishes of the Service User.
- Bellcare Management and staff are committed to this statement and for adhering to the Bellcare Code of Practice.
- All Bellcare staff are given a staff handbook as guidance to the many aspects of administration and statutory care requirements. This handbook is updated in line with any new legislation.
- All Bellcare staff undergo throughout their employment, training, by a qualified training consultancy to maximise the quality of service provided to all our Service Users.
- All Bellcare Staff will commence the minimum of NVQ 2 or equivalent within twelve months of employment.

Quality

- Bellcare shall endeavour to ensure that all criteria relating to the new National Minimum Care Standards are satisfied.
- The Service Users are entitled to a Care Plan, which will be adhered to and provided by Bellcare.
- All staff are subject to quarterly supervision and annual appraisal meetings.

Insurance

- Bellcare is adequately insured to meet the requirements of Employers and Public Liability.
- Bellcare staff are warned not to undertake any unsafe manoeuvring of Service Users and are trained in moving & handling.
- Bellcare staff will under no circumstances attempt to use broken equipment or furniture.

- The Service User is expected to cover insurance for any accidental damage that may occur to any object in the Service Users home, or an accident to staff caused by any unsafe object or equipment.
- Risk assessments are on-going in the Service Users home while staff are in attendance.

Registered Provider

The person registered with the Commission for Social Care Inspection as the registered provider for Bellcare Domiciliary Care Services Ltd is:

MRS CAROL WILSON
GRINTON, CHAPEL BROW, BRIDGEFOOT, WORKINGTON, CUMBRIA. CA14 1XT

The person registered with the Commission for Social Care Inspection as the Registered Manager for Bellcare Domiciliary Care Services Ltd is:

MISS GEORGINA STOTT
C/O OFFICE 25, MOSS BAY HOUSE, 40 PEART ROAD, WORKINGTON, CUMBRIA. CA14 3YT

Complaints and Compliments

Bellcare Domiciliary Care Services Ltd welcomes feedback on its services, especially from Service Users and their carers, whether these are compliments, complaints or suggestions for ways of doing things better.

Service Users should feel free to let the care workers working with them have any comments they wish to make. Should the Service User prefer to take up the matter with someone else within the organisation or if they feel that a point that they have made is not being taken seriously or acted on, they can ask to be put in touch with a Senior Manager.

If anyone feels that Bellcare Domiciliary Care Services Ltd has not dealt with a complaint to their satisfaction, they have the right to complain to the Commission for Social Care Inspection, which regulates our service.

CARE QUALITY COMMISSION, NORTH WEST REGION
CQC NORTH WEST
CITYGATE
GALLOWGATE
NEWCASTLE UPON TYNE
NE1 4PA

This statement of purpose is available in large print, Braille and other languages if required. A Manager can also if requested read through the contents and explain each part in detail.

BELLCARE DOMICILIARY CARE SERVICES LTD

Director	CAROL WILSON
Director	IAN WILSON
Registered Manager	GEORGINA STOTT
Care Manager - Allerdale and Copeland	DEBBIE ELLWOOD
Care Manager Eden	ABI CONCHA

All the above can be contacted via the Bellcare Head Office, Telephone 01900 872 030.

The emergency numbers for out of hours is:
WORKINGTON AND MARYPORT : 07837 378 653

COCKERMOUTH, KESWICK AND WIGTON : 07837 378 343

The Bellcare Statement of Purpose for Generic Care Services

This document summarises basic information about Bellcare for users of our service, people who are considering using our service, and the friends, relatives, carers and representatives of users and potential users. It includes the material required by the Domiciliary Care Agencies Regulations 2002. It should be read in conjunction with our Service Users Guide.

Our Aims and Objectives

- We aim to provide a flexible, efficient, value for money quality generic care service.
- We aim to safeguard the privacy and confidentiality of the Service User, and to enable the Service User to maintain their personal independence, have informed choice and an opportunity to enjoy and contribute to society.
- We aim to assist the Service User with both social and health care tasks; and will ensure our staff are trained to meet complex needs and requirements by the appropriate health care professional.
- Generic Care Workers will have at least 2 years experience in the delivery of care, have completed or be working towards the CCAT's training or will have a minimum of NVQ level 2 in Health and Social Care.
- We aim to assist the Service User to stay at home, to prevent admissions to hospital or other care settings and to facilitate complex discharges back into the community from a health care setting.
- Bellcare is none discriminatory and shall serve all Service Users regardless of race, nationality, language, religion or beliefs, age, sex or sexual orientation, or social standing, nor is there any discrimination made between Service Users who pay directly for the service and those who do not. In the event of special needs and preferences of ethnic, cultural and religious group's advice would be sought to enable Bellcare staff to meet those needs.
- Our objective is the provision of a high quality professional organisation that is committed to assisting the Service User to maintain his/her quality of life and to remain in their own home for as long as possible and as long as it is in the Service Users own interests.

Our Principles

- To focus on Service Users.
- To provide personal care and health care tasks in ways which have positive outcomes for Service Users and promote their active participation.
- To work with and under the supervision of other health care professionals, to encourage an ethos of cooperation for the benefit of the Service User.

- To making the Principles of Good Care fundamental to Bellcare's work.
- To ensure we are fit for our purpose.
- To examine our operations constantly through a self audit to ensure that we are successfully achieving our stated aims and purposes.
- To work for the comprehensive welfare of our Service Users.
- To provide for each Service User a package of care that contributes to his/her overall personal and healthcare needs and preferences.
- To co-operate with other services and professionals to help to maximise each Service Users independence and to ensure as fully as possible the Service Users maximum participation in the community.
- To meet assessed needs. Before we provide services, we ensure that a potential Service Users needs and preferences are thoroughly assessed.
- To ensure that the care Bellcare provides meets the assessed needs of each Service User, and the needs are reassessed as frequently as necessary.
- To ensure that the care and support provided have the flexibility to respond to changing needs or requirements.
- To provide quality services. We at Bellcare are wholeheartedly committed to providing top quality services and to continuous improvement in the level of the care we offer.
- To employ a quality workforce. Standards for our Managers and Staff are bases on the national occupational standards for the care industry set by the National Training Organisation.

Nature of Service

Bellcare is able to provide practical help with daily activities, personal, respite care and health care tasks. Bellcare has contracts with Cumbria Social Services and has staff trained to provide support and care for the following: The older person – Physically disabled – Persons with a learning disability – Mental illness – Terminally ill.

Service Users Rights

Bellcare promotes a way a life for Service Users, which permits them to enjoy, to the greatest possible extent, their rights as individual human beings. The principles of good care are fundamental to our work.

- The Service User has a right to know how services shall be provided, who shall provide them, how flexible they may be and what resources are available.
- The Service User has a right to ask about the quality of service provided and for their views to be recorded, and if necessary acted upon.
- The Service User has the right to make a formal complaint against Bellcare Management or its staff. There is a procedure and guidelines for this purpose.
- The Service User has the right to be attended to by care staff that have undergone training and be assessed as competent by the relevant person.
- The Service User has a right to an advocate and if required an interpreter.
- The Service User has a right for this statement of purpose to be respected and, to be reviewed in the event of new legislation.

Staff

Bellcare has a commitment of care towards all staff and for each member to be recognised as a valuable member of a team with a shared objective of giving the highest possible quality of care.

Bellcare recognise that for most Service Users the most important people in our organisation are the care workers with whom Service Users will have regular contact.

- All Bellcare staff shall respect the wishes of the Service User.
- Bellcare Management and staff are committed to this statement and for adhering to the Bellcare Code of Practice.
- All Bellcare staff are given a staff handbook as guidance to the many aspects of administration and statutory care requirements. This handbook is updated in line with any new legislation.
- All Bellcare staff undergo throughout their employment, training, by a qualified training consultancy to maximise the quality of service provided to all our Service Users.

- All Bellcare Staff will commence the minimum of NVQ 2 within twelve months of employment.

Quality

- Bellcare shall endeavour to ensure that all criteria relating to the National Minimum Care Standards are satisfied.
- The Service Users are entitled to a Care Plan, which will be adhered to and provided by Bellcare.
- All staff are subject to quarterly supervision and annual appraisal meetings.

Insurance

- Bellcare is adequately insured to meet the requirements of Employers and Public Liability.
- Bellcare staff are warned not to undertake any unsafe manoeuvring of Service Users, and are trained in moving and transferring.
- Bellcare staff will under no circumstances attempt to use broken equipment or furniture.
- The Service User is expected to cover insurance for any accidental damage that may occur to any object in the Service Users home, or an accident to staff caused by any unsafe object or equipment.
- Risk assessments are on-going in the Service Users home while staff are in attendance.

Registered Provider

The person registered with the Care Quality Commission as the registered provider for Bellcare Domiciliary Care Services Ltd is:

MRS CAROL WILSON
GRINTON, CHAPEL BROW, BRIDGEFOOT, WORKINGTON, CUMBRIA. CA14 1XT

The person registered with the Care Quality Commission as the registered manager for Bellcare Domiciliary Care Services Ltd is:

MISS GEORGINA STOTT
C/O OFFICE 25, MOSS BAY HOUSE, 40 PEART ROAD, WORKINGTON, CUMBRIA. CA14 3YT

Complaints and Compliments

Bellcare Domiciliary Care Services Ltd welcomes feedback on its services, especially from Service Users and their carers', whether these are compliments, complaints or suggestions for ways of doing things better.

Service Users should feel free to let the care workers working with them have any comments they wish to make. Should the Service User prefer to take up the matter with someone else within the organisation or if they feel that a point that they have made is not being taken seriously or acted on, they can ask to be put in touch with a Senior Manager.

If anyone feels that Bellcare Domiciliary Care Services Ltd has not dealt with a complaint to their satisfaction, they have the right to complain to the Commission for Social Care Inspection, which regulates our service.

CARE QUALITY COMMISSION, NORTH WEST REGION
CQC NORTH WEST
CITYGATE
GALLOWGATE
NEWCASTLE UPON TYNE
NE1 4PA

This statement of purpose is available in large print, Braille and other languages if required. A Manager can also if requested read through the contents and explain each part in detail.

Reviewer: Georgina Stott



Date: 21:07:2012

Date of next review: 21:07:2013