



STATEMENT OF PURPOSE

PART 1

COMPANY DETAILS

Full Name:	NEDCARE CHARITABLE INCOPORATED ORGANISATION is a registered charity (number 1189848) with the trading name of NEDCARE CIO.
CQC PROVIDER ID:	1-3649613304
Legal Status:	NEDCare is a Charitable Incorporated Organisation, charity number 1189848.
Provider Address:	Moretonhampstead Hospital, Ford Street, Moretonhampstead, Devon, TQ13 8LN.
Registered Office:	Moretonhampstead Hospital, Ford Street, Moretonhampstead, Devon, TQ13 8LN.
Business Tel:	01647 279211
Email:	info@nedcare.org
Website:	www.nedcare.org

PART 2

PHILOSOPHY

NEDCare's purpose is to provide community-based, personalised social care at home to people who require support in the rural area of North East Dartmoor. We provide well-trained, trustworthy and friendly carers who focus on providing person-centred care and helping to people remain as independent as possible in their own homes.

AIMS & OBJECTIVES

- To provide reliable, high quality, person-centred homecare for adults in the North East Dartmoor area.
- To ensure each client plays a key role in the design of their own package of care/support and to ensure that this is delivered in accordance with their wishes and in a way that promotes their well-being.

- To promote and empower people to live safely and happily in their own homes, respecting and encouraging their independence wherever possible.
- To ensure that each client we provide services to is treated with dignity and respect.
- To ensure that support staff practice in an anti-discriminatory manner, treating all clients equally regardless of age, gender, disability, sexuality, religious or other beliefs.
- To provide regular supervision, training and support to all carers we employ in order that we maintain a knowledgeable and motivated team who are able to meet a variety of needs.
- To focus on the employment of local carers under the best possible terms and conditions and to build a culture of excellence through employee engagement.

WHO WE PROVIDE CARE AND SUPPORT FOR:

- Adults aged 18-65
- Adults 65 +
- Sensory impairment*
- Physical impairment*
- Dementia*

*We support people with a variety of needs and these can include, dementia, sensory impairment and physical disability. The extent to which we can provide support will be assessed at the early stages of contact with the client and we will establish whether the support required falls within the skill set of our staff team. Where the care required is more complex or specialist, we will aim to ensure the client is supported by carers who possess the requisite skills. If additional training is required we will access this in order to provide a safe and effective service. NEDCare would not attempt to offer care which falls outside the scope of our professional expertise.

SUPPORT WE PROVIDE

- General domestic support.
- Companionship.
- Personal care support¹ (this is a “regulated activity” as defined below.)

In line with our aims and objectives, NEDCare will consult fully with clients regarding their wishes and all aspects of their care. NEDCare will develop care plans in consultation with clients and in a way that promotes their well-being in the most person-centred way possible.

The care plan will detail the tasks which have been agreed for each individual. Our carers may not be able to perform tasks which do not appear on the clients’ care plan but additional tasks / activities can be added to the care plan through consultation and agreement with the client.

Some of the activities which NEDCare carers may perform include:

¹ Personal Care –

Physical assistance given to a person in connection with:

- a) Eating or drinking (including the administration of parenteral nutrition). Toileting (including in relation to menstruation); washing or bathing, dressing; oral care, and the care of skin, hair and nails (with the exception of nail care provided by a chiropodist or podiatrist), and
 b) The prompting and supervision of a person to do any of the types of personal care listed above, where that person is unable to make a decision for themselves in relation to performing such an activity without such prompting and supervision.

(Health and Social Care Act 2008 (Regulated Activities) Regulations 2014)

- Help with personal care and hygiene.
- Help with getting up and going to bed.
- Prompting, assisting or administering prescribed medication / homely remedies (subject to risk assessment and relevant training).
- Preparing meals and/or helping at mealtimes.
- Shopping.
- Collecting and returning medication from pharmacies/dispensing GP surgeries.
- Laundry.
- Domestic cleaning.
- Support with social activities, for example, helping someone to attend a day centre, visit friends or family, go to the church or a club etc.
- Companionship.

The following is a list of things we do not do:

- Give injections or manage syringe drivers.
- Change dressings (unless trained)
- Give medications through a specialist route such as a PEG/PEJ feeding system.
- Insert or withdraw catheters (although changing and emptying of bags can be carried out by trained staff.)
- Cut toe nails.

WHERE WE PROVIDE SUPPORT

Primarily support is focussed on the North East Dartmoor area and covers the area served by the three GP surgeries of Cheriton Bishop, Chagford and Moretonhampstead. Towns and villages within the area include;

- Bridford
- Chagford
- Cheriton Bishop
- Christow
- Crockernwell
- Dunsford
- Gidleigh
- Lustleigh
- Manaton
- Moretonhampstead
- North Bovey
- Throwleigh
- Tedburn St Mary and Pathfinder Village
- Whiddon Down

We may be able to offer support further afield and outside of this area where demand may exist.

NEDCare PRINCIPLES

The following are the key principles which NEDCare staff, at all levels, will apply to their work:

CARE & SUPPORT

- Planning and designing care/support WITH (not for) the client whenever possible. Care plans will be agreed and recorded in writing at the outset of any package of support.
- Delivering care/ support in a way that maximises the client's dignity and independence.
- Review and re-assessment of needs and support levels will be intrinsic to the process.
- Working alongside and consulting with other health and social care professionals to ensure we provide a safe and comprehensive service.
- Client choice will always be respected and acknowledged in relation to WHO delivers the support and HOW they provide it. We also recognise the right of the client to change and alter these support arrangements should they wish to (subject to operational capacity and safety considerations).
- As a regulated service we can provide personal care in accordance with the accepted definition.
- To maintain and promote the dignity, independence, choice and rights of client's while providing care at home.
- To respect the client's rights in relation to confidentiality including our communication and conduct, recording practices and storage of information.
- To have in place appropriate systems, policies and procedures to address matters of health and safety and to promote safe working practices in all aspects of service provision.
- To promote matters of equality and diversity in all that we do and ensure anti-discriminatory practice in all aspects of the service.

SAFETY

- Ensuring that all clients are protected from actual or potential abuse, exploitation or ill-treatment through the provision of well-trained staff who can recognise signs of concern and can act promptly to prevent further harm.
- NEDCare will make all its staff aware of the company whistleblowing policy and the procedure for dealing with disclosures from members of its staff.
- NEDCare will encourage a culture of continuous improvement across the staff team, through high levels of employee engagement and communication.
- NEDCare will undertake client risk assessments when these are required and the outcomes will be shared with the client and any staff supporting them. Support will be tailored and delivered in accordance with risk assessment outcomes.
- NEDCare's Health & Safety policy document applies to all work we undertake and a copy is available on request.
- NEDCare has systems in place to make sure that we provide help to our clients in the safest way possible. The organisation has clear procedures in place regarding safe working practices such as Health and Safety; Infection Control; Moving and Handling; Food Safety; Medication Administration and Safeguarding (protecting people from abuse). Staff are trained in these areas and there are additional guidelines for our staff to ensure other safe working practices for our clients in terms of security and safety when providing care at home.

STAFF TEAM

- All NEDCare staff will be thoroughly vetted before they begin work with the organisation. Safe recruitment processes will be followed which will include:
 1. Enhanced (inc. barring) DBS checks.²
 2. 2 references (including most recent employer where possible.)
 3. Employment history check (including gaps.)
 4. Written application and formal interview process.

Once successfully recruited, NEDCare staff will receive induction training and mentoring by experienced staff, as well as introductions to clients. New staff will be monitored carefully in their initial weeks and will be assessed as to their suitability in relation to each of our clients. New staff will not be allocated work where they lack the skills or knowledge to undertake the specified tasks.

NEDCare and all of its employees are expected to operate within the organisation's Code of Practice, which is provided to every individual member of staff prior to commencement of employment and as part of the initial induction process.

Training will be arranged for all staff. Some will be mandatory, other training will be specific to their role and the complexity of any tasks they may undertake. NEDCare will provide refresher training for staff at appropriate intervals to ensure that knowledge and skills remain up-to-date.

The manager of the service is a qualified and experienced professional who will support the staff team to ensure their performance continually meets the high standards set by NEDCare. This will be done through a formal quality assurance process but also via regular supervision and appraisal meetings with employees.

QUALITY

NEDCare will ensure that the quality of the service remains high through the following means:

- Seeking regular, direct feedback from clients and acting upon this as required.
- Seeking feedback from clients' families, friends, stakeholders and other people involved in their lives (with the consent of the client) and acting upon this as required.
- Ensuring that the organisations' complaints procedure is available to all (in different formats but if inaccessible we would seek to remedy this) and that we respond promptly to any concerns raised.
- Systems are in place to conduct quality audits in areas such as staff supervision; care plan reviews, recording practices and complaints.
- NEDCare works to a cycle of continuous improvement across all its services and encourages staff to raise issues in a supportive and solution focussed environment on an ongoing basis.

² Enhanced DBS checks show convictions held on the police national computer, including 'spent' convictions, together with cautions, reprimands and warnings plus any local police information about the applicant that the police believe is relevant and ought to be disclosed. The barred list check will establish whether the person's name appears on the national list of those barred from working with adults in regulated activities.

- NEDCare operates within an open and transparent culture and is happy to provide additional information including copies of any policies and procedures at the request of clients for their information.

INSURANCE

- NEDCare has employee and public liability insurance in place.
- NEDCare will assess any moving and handling risks and aim to ensure safety in this respect, however there may be a limit on the extent to which we can provide this under our own insurance.
- Clients are advised to have their own insurance in place to cover any accidental damage in their home or potential injuries caused to staff.

CONFIDENTIALITY & SECURITY

Confidentiality

All members of the NEDCare team must abide by the NEDCare confidentiality policy at all times. There will be times that we need to discuss personal facts about clients however this will always be done in a professional manner and in line with our policies, the requirements of the Regulator and the relevant Data Protection legislation.

Security of Information

Information is kept confidentially. Most of this stored electronically. All computers are password protected and IT security is outsourced to a professional IT management company. Hard copy documents are kept in a locked office, within a locked and alarmed building, (when not in use.) All staff are fully vetted and criminal record checks are carried out.

Security – providing care at home

NEDCare acknowledges the importance of safety and security when providing care at home to vulnerable people and issue Identity Cards to each employee. All staff carry their identification badge with their photograph and contact details for NEDCare at all times and must show this to clients to confirm their identity if requested.

Key holding

No member of staff or Care Worker will hold a client's door key. In the event that special arrangements need to be made for access to the client's home we strongly advise the use of a key safe. Keys should never be 'hidden' near the door nor should keys ever carry a name or address.

WHO'S WHO AT NEDCARE

Chief Executive:

Mags Naylor E: mags@nedcare.org

Registered Manager (for the 'regulated activity'):

Simon Tickner E: simon@nedcare.org

Nominated Individual:

Julia Darby until end of Aug 2021 – will be replaced by Mags Naylor

Both are based at the company's Registered Office:

- Moretonhampstead Hospital, Ford Street, Moretonhampstead, Devon TQ13 8LN.
- Tel: 01647 279211

The Trustees

NEDCare CIO is overseen by a voluntary Board of Trustees who bring a diverse range of skills to the role, including; Charity Management, Training and Professional Development, Local Authorities, Fundraising and Finance, community based services and community development.

- John Willis (Chair)
- Jenny Bates
- Jane Wimberley
- Paul Mitchell

The Board of Trustees is supported by Mags Naylor, Chief Executive Officer

Chief Executive Officer

Julia Darby (previous CEO) first had the idea for establishing NEDCare when the local cottage hospital was losing its hospital beds in 2014. The wider community was very concerned about a dire lack of social care in the ultra-rural area of north east Dartmoor, and so Julia approached the Moretonhampstead Development Trust to initiate a community-led project to address the issues, leading to the establishment of NEDCare Community Interest Company (CIC.) NEDCare CIC then converted to charitable status on the 9th June 2020 and has since been known as NEDCare CIO. Julia was responsible for overall management and governance of NEDCare, alongside business and strategic development until September 2021 when Mags Naylor took over.

Registered Manager

Simon Tickner is the Registered Manager for the company and directly responsible for ensuring that clients receive the care and support in the way they prefer and with due consideration for their preferred visit times. He is responsible for the day-to-day supervision, training and co-ordination of the care team as well as the robust recruitment of new carers.

This document acknowledges the impact of key guidance and regulation including:

- Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Care Act 2014
- Mental Capacity Act 2005
- Equality Act 2010
- The Data Protection Act 1998 and General Data Protection Regulation 2016
- Employment Rights Act 1996
- COSHH regulations 2002
- Food safety & hygiene regulations 2013
- Health and safety at work act 1974
- Human Rights act 1998
- Safeguarding vulnerable groups act 2006