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**STATEMENT OF PURPOSE**

PART 1

**COMPANY DETAILS**

**Full Name: NEDCARE CHARITABLE INCORPERATED ORGANISATION** is a registered charity(118948) with the trading name of NEDCARE CIO.

**CQC PROVIDER ID:**

**Legal Status:** NEDCare is a CIO registered with the Charity Commission (charity number 1189848)

NEDcare is also registered with the Care Quality Commission (Provider ID-1-3649613304)

**Provider Address:** Moretonhampstead and District Hospital, Ford Street, Moretonhampstead, Newton Abbott, Devon, TQ138LN

**NEDCare Registered Office:** Moretonhampstead and District Hospital, Ford Street, Moretonhampstead, Newton Abbott, Devon, TQ138LN

**Business Tel:** 01647 279211

**Email:** [info@nedcare.org](mailto:info@nedcare.org)

**Website:** [www.nedcare.org](http://www.nedcare.org)

PART 2

PHILOSOPHY

NEDCare is a charity set up to provide community-based, personalised social care at home to people who require support in the rural area of North East Dartmoor. We will provide well-trained, trustworthy and friendly carers who will focus on helping people to 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 Service user 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 Service user is treated with dignity and respect.
* To ensure that support staff practice in an anti-discriminatory manner, treating all Service users 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 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 Service user 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 match the Service user with a carer who possesses 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 support[[1]](#footnote-2) (this is a “regulated activity” as defined below.)

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

The care plan will detail the actual tasks which have been agreed for each individual.  Our care workers will not perform tasks which do not appear on the Service users’ care plan unless a reasonable request is made. Additional tasks / activities can be added to the care plan through consultation and agreement with the Service user.

Some of the activities which NEDCare workers may perform include:

* 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.
* Support with day to day financial matters such paying bills
* Collecting and returning medication from pharmacies/dispensing GP surgeries.
* Laundry.
* Domestic cleaning.
* Support with social activities, for example, helping someone 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.
* 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
* Manaton
* Moretonhampstead
* North Bovey
* Throwleigh
* Whiddon Down

We may be able to offer support further afield and outside of this area where demand may exist. However, NEDcare works within the limitations of Staff capacity and continually adapts to suit this need.

**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 Service user. Care plans will be agreed and recorded in writing at the outset of any package of support.
* All of the above, if appropriate in consultation with the service users family
* Delivering care/ support in way that maximises the Service user’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.
* Service user choice will always be respected and acknowledged in relation to WHO provides support and HOW they provide it. We also recognise the right of the Service user to change and alter these support arrangements should they wish to.
* 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 customers while providing care at home.
* To respect the customers’ rights in relation to confidentiality including our communication and conduct, recording practices and storage of information (GDPR)
* 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 Service users 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 Charity’s 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 Service user risk assessments when these are required and the outcomes will be shared with the Service user 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 Service users 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 customers 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]](#footnote-3)
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/or mentoring by experienced staff, as well as introductions to Service users. New staff will be monitored carefully in their initial weeks and will be assessed as to their suitability in relation to each of our Service users. 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 offered to 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 aim to 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 Service users and acting upon this as required.
* Seeking feedback from Service users’ families, friends, stakeholders and other people involved in their lives (with the consent of the Service user) and acting upon this as required.
* Ensuring that the organisations’ complaints procedure is available to all (in various and accessible formats) 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.
* 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 customers 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.
* Service users 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 customers 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 confidential and is stored in a locked cabinet, which is 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. All digital information is stored following the DSPT and GDPR regulations.

**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 all staff. Staff and Care Workers carry their identification badge with their photograph and contact details for NEDCare at all times and must show this to customers to confirm their identity.

**Key holding**

No member of staff or Care Worker will hold a customer’s door key. In the event that special arrangements need to be made for access to the customers 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

**Registered Manager (for the ‘regulated activity’):**  Lily Danning E: lily@nedcare.org

**Nominated Individual:** John Willis E: john@nedcare.org

Both are based at the company’s Registered Office:

* Moretonhampstead and District Hospital, Ford Street, Moretonhampstead, Newton Abbott, Devon, TQ138LN
* Tel: 01647 279211

**The Board of Trustees**

NEDCare is overseen by a voluntary Board of non-executive Directors who bring a diverse range of skills to the role, including; Care Management, HR, Training and Professional Development, Local Authorities, Fundraising and Finance, managing third sector organisations and community development.

* Co-Chair: John Willis
* Co-Chair: Jenny Bates
* Jill Coulter
* Anne Porter
* Paul Mitchell

**Registered Manager**

Lily Danning is the Registered Manager for the Charity and directly responsible for ensuring that Service users receive the care and support in the way they prefer and at the times they choose. She is responsible for the day-to-day supervision, training and co-ordination of the staff team as well as the robust recruitment of new workers. Working in accordance to the Regulation set out by Care Quality Commission (Manager ID- CON1-13675859645)

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
* 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

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)* [↑](#footnote-ref-2)
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. [↑](#footnote-ref-3)