



Statement of Purpose

Dora Healthcare Limited
Unit 2 St Benedicts View
Grapes Hill
Norwich
NR2 4HH

Telephone Number: 01603 633561
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Registered Manager: Dr Christopher Grief

Statement of Purpose

Date: 13 April 2010

Last Review Date: March 2010
Reviewed by: Registered Manager
Date of Next Review: February 2011

Introduction

Dora Healthcare Limited "the company" provides a Domiciliary Care service to a whole range of service users within the community. The service provides support to individuals within their own homes, both on a practical and personal care level, which enables them to maintain their own independence and lifestyle.

The service may vary from a very small amount of support weekly e.g. provision of shopping support weekly to large and detailed packages of care providing several visits per day, this of course depends on the individual needs of the service user.

We also offer Respite services to individuals to give Carers peace of mind and time for a break from their Caring duties. The Company also provides social care workers for assignments in organisations such as nursing and residential care homes, hospitals and housing with supported living. Our services support a wide service user group including adults, children, and families.

Hours of Operation

Services are available 24 Hours.

Availability of times may vary according to area in which service user lives and current availability of time slots.

The Registered Manager of the Service is available during office hours and a supervisor is On – Call for staff and service users outside office hours, during the hours our service is delivered.

The Registered Manager is Dr Christopher Grief

Qualifications BSc Hons Microbiology, PhD

Dr Christopher Grief has spent many years working as a research scientist both in the UK and overseas where he was involved in healthcare research and teaching.

He also has a number of year's hands on experience within the healthcare and social care sectors. He has worked in a number of environments ranging from general hospitals to the community. Dr Grief has been actively involved with the setting up and day to day running of Dora Healthcare Ltd since it started trading in 2005.

Aims and Objectives

We aim to:

- Provide a person – centred service which promotes and supports independence, dignity, individual rights and choice within a personal and practical care service.
- Promote and help to support individual lifestyles.
- Promote and improve quality of life for individuals. Our service is tailored to meet the individual requirements of the service user to maintain maximum quality of life and normality in their own home environment.
- Help to reduce stress associated with a disability and encourage methods of coping with those disabilities.
- Provide a service that supports service users in a professional and confidential way.
- We aim to respond to referral requests within 24 hours following initial call from purchaser.
- Whilst we do provide a service which may be of a personal care nature our staff will always consider the rights, choice and wishes of those individuals receiving a service from us.
- We recognise that we are guests within the client's home and will always respect this.
 - We aim to provide staff that are skilled to perform the desired tasks, and to ensure staff are trained and updated regarding care skills. We are committed to training and development of staff. The company is committed to encompassing the standards set out by the Skills for Care Council, Skills for Care and Development in the Common Induction Standards 2005.
- We aim to achieve visit timings to within 15 minutes either side of a booked time, allowing for any unforeseen travelling or previous client problems.
- We will communicate promptly with all relevant individuals should problems arise in order to rectify these and give a quality service to our clients.

Philosophy of Care

Dora Healthcare Limited staff are committed to the following philosophy of care.

- To promote the core values of care:

Independence, Privacy, Dignity, Confidentiality, Rights & Choice

- Staff will respect individuality of service users and take all precautions to avoid accident and reduce risks whilst accepting that these exist in order that life skills can be maintained.
- The service user has the right to care for themselves as far as they are able and willing.
- The service user has the right to have their dignity respected by others in every way possible and to be treated whatever their disabilities or frailties, as individuals in their own right.
- The service user has the right to privacy for themselves, their belongings and their affairs.
- The service user has the right to have their cultural, religious, sexual, emotional and any other needs accepted and respected.
- Staff must remember preferences and accept idiosyncrasies and give help to maintain a sense of purpose and accomplishment.

Nature of Service

Dora Healthcare Limited is a home care service.

Our service is tailored to meet the individual requirements of the service user, to enable service users to maintain maximum quality of life and normality in their own home environment.

Dora Healthcare Limited provides a comprehensive and flexible range of Home Care Services to assist clients in carrying out normal activities of daily life, therefore maintaining optimum independence.

Appropriately qualified staff committed to providing a quality service to all our clients runs our Home Care Service.

Services we provide

Care Assistants are experienced in all aspects of personal care requirements and are happy to assist with domestic duties and meal preparation. Examples:-

Basic Tasks

Help with:-

Bathing;
Dressing and undressing;
Mobility;
Feeding;
Assistance to the toilet and continence care;
Exercise programmes only under the instruction of a Physiotherapist or Occupational Therapist;
Prompting of prescribed medication, orally and topically. Medication should be blister packed, or pre-prepared in 'unit doses' by a relevant other e.g. Chemist, district nurse, GP or a family member. Staff are unable to administer medication from bottles from which they need to achieve a dose.

Specialist Care

Help with:-

Catheter Care
Helping with eye/ear drops
Colostomy / ileostomy care

Things we cannot do

The service our staff provides is not a nursing service purely a caring service with some domestic duties.

- Assist with invasive treatments e.g. Injections, suppositories, IV lines etc.
- Cutting toenails;
- Cutting finger nails (if there is a medical risk);
- Removing or replacing urinary catheters or tracheotomy tubes;
- Bowel evacuations/ bladder washouts
- Injections
- Filling oxygen cylinders

- Lifting of service users/ heavy objects
- Moving of large items of furniture
- Cleaning External windows
- Working from ladders

Delivery of Care

Our Domiciliary Care Service can be accessed via social workers or on a private basis.

Following the initial referral, we will arrange to meet with the service user in their own home if possible.

The service user's needs and requirements will be discussed and a plan of care will be developed which includes details of our visit time to the service user and what tasks will be carried out during our visits. During this visit to discuss the service users needs, we also carry out risk assessments to ensure the health and safety of service users and staff.

We will review the care package initially at six weeks, or more frequently if needed, to ensure we are meeting the needs of the service user as per the plan of care.

Our Quality Assurance System

The company has put into place systems of work to set and achieve goals and targets, monitor, assess and review performance and act on findings to continually improve business quality and performance in the best interest of its service users.

The company will ensure that staff supervision and appraisals are carried out in line with CQC regulations and training targets are achieved and monitored for all staff.

Complaints and compliments procedures are in place to ensure continued quality management. Complaints and compliments are logged and actioned and the information shared with staff, customers and regulators of the service. An outline of the Complaints procedure is detailed in the next section.

To achieve the quality service, the company will send out annual quality surveys to its service users to help us measure the quality of service we provide.

Summary of Complaints Procedure

We are committed to ensuring that complaints will be investigated quickly, fully and fairly. You and your family or relevant others should be assured that we take complaints very seriously and feel that you are able to make a complaint with ease and confidence. During our investigation we will ensure that all parties are listened to, respected and kept informed at all times.

Any deficiency or malpractice found following the investigation of a complaint will be acted upon as soon as possible.

The majority of matters that trouble service users can be dealt with as they arise by the staff concerned. However, where a complaint is not resolved in this way the matter should be brought to the attention of a more senior staff member. If you feel a formal complaint should be made, you should summarise the complaint in writing and send it to the following address: The Manager, Dora Healthcare Ltd, Unit 2 St Benedicts View, Grapes Hill, Norwich. NR2 4HH.

We will communicate promptly with all relevant individuals should problems arise in order to rectify these and give a quality service to our service users.

A written acknowledgement of the complaint will be sent to you within 3 days, then a full response as soon as is practicably possible following the investigation process within 28 days. Should there be the need to investigate further we will keep you and relevant others fully up to date of progress and expected end date.

We analyse all complaints; any patterns of complaints are fully investigated.

You should also be aware that you can contact the Local Authority or Care Quality Commission (CQC) at any point regarding any queries, issues or concerns you may have with the service you are receiving.

Care Staff

Our Care Staff are equipped with a mix of skills and experience which are a valuable resource for them and our service users. Most staff has experience within the caring field and many have qualifications in care. The Company provide induction training to all staff in line with the Skills for Care Induction standards; this gives them a good grounding in caring and prepares them for community care.

Essential Training to be undertaken by all staff:-

- Role of Home Carer
- Personal Conduct
- Personal Care
- Principles of Care
- Moving and handling / Hazard Risk Assessment
- Food hygiene
- Infection Control
- Health & Safety Environmental Policies and Procedures
- Working Practises
- First Aid
- Abuse Awareness
- NVQ in Direct Care
- Key Policies
- Quality Standards

Insurance

Are covered by public liability insurance provided by:-

Intersure Insurance Brokers LTD
Schedule No:43UKA10336/5529423

Employers Liability: £10,000,000
Public and products liability: £5,000,000
Professional Liability: £250,000
Drivers Negligence: not covered

Contract Terms and Conditions

Charging/Fees

If a service user's package of care has been booked through a social worker, charging will be made in line with the appropriate councils charging policy, which you may request from your social worker.

If a service user's package of care has been booked privately with the company, we will invoice on a weekly basis. Payment will be required on a weekly basis.

A costing for care will be made available to the service user, following initial referral.

Withdrawal of Service

Withdrawal of service by the Company may be considered following in depth investigation if there are unresolved issues which may include:- unresolved hazards within the Service Users home that may put the carer at risk or for physical, racial or verbal abuse.

A costing for care will be made available to the service user, following initial referral.

Contacts

Care Quality Commission Eastern Region
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA

Tel: 03000 616161
Fax: 01912333510

Adult Social Services
Norfolk County Council
County Hall
Martineau Lane
Norwich
NR1 2DH

Tel: 0344 800 8014
General Social Care Council (GSCC)
Goldings House
2 Hay's Lane
London
SE1 2HB
Tel: 020 7397 5100
Fax: 020 7397 5101