



Providing Care and Support to Vulnerable People in:

NE Lincolnshire And Surrounding Area

## Statement of Purpose

Ace Homecare (Grimsby)

Tel: 01472 426465

Emergency Out of hours:

07712 861324

01472 426465

Head Office

Address:

33 Pinfold Lane  
Scartho  
GRIMSBY  
DN33 2EW



Ace Homecare are registered with the Care Quality Commission to deliver Personal Care

## **Aims & Objectives**

Ace Homecare is committed to providing social care and support services for people to enable them to remain at home and as independent as possible.

The domiciliary care service seeks to provide support to a wide variety of people. It aims to enhance the quality of life of both service users and their carers.

## **Values**

Provide the best	-	and	-	continue to make it better
Embrace Equality	-	and	-	value difference
Work with others	-	and	-	take personal responsibility
Be open, honest and fair	-	and	-	be polite and caring
Take pride in the past	-	and	-	build a better future
Recognise our successes	-	and	-	learn from our mistakes
<b>Adopt a can do culture</b>	-	<b>and</b>	-	<b>put people first</b>

**Service provision** is based on operational values and principles of care

## **Values & Principles of Care**

Ace Homecare believes that, for services to be effective, they should be based on sound values, principles and an understanding of the fundamental and individual needs of people.

### **The Service Values are as follows:**

#### **Privacy**

The rights of individuals to be left alone or undisturbed and free from intrusion or public attention into their affairs. This is taken into account in the formulation of Care Plans, and will only be overridden in exceptional circumstances and with the knowledge of the Service User or their advocate.



## **Confidentiality**

Service User confidentiality is wherever possible maintained. On occasion it will be necessary for the benefit of the Service User or others to share personal information with either other professionals or organisations. Where possible Service Users are consulted and their views taken into account.

## **Dignity**

All individuals, whatever their circumstances have the right to be treated with dignity and respect.

## **Anti-discrimination**

Many Service Users because of their circumstances, (e.g. age, disability, gender, marital status, sexual orientation culture, religion or nationality) may find themselves in circumstances in which discrimination can occur. Ace Homecare designs its services and deliver to wherever possible, promote equality and counteract discrimination where it arises.

## **Communication**

Service Users have the right to be heard and to be fully informed on all aspects of their care. Methods of communication are appropriate to the particular abilities and experiences of each individual and are tailored to each particular set of circumstances.

## **Independence**

Service Users are enabled to act independently. Services are aimed at maximising the individual's capacity for self-care and mobility.

## **Risk Taking**

All Service Users are entitled to make decisions about their daily lives and activities. This may from time to time, result in a conflict between ensuring safety and maximising independence. Service Users will be supported in their decisions to take reasonable risks.

## **Fulfilment**

Every individual, whatever their circumstances, has the potential for development, and the right to hold personal aspirations. Within the boundaries set by legislation and professional social work ethics, service users are encouraged in achieving their personal goals.

## **Rights**

The rights of citizenship are safeguarded for all Service Users. Work should be conducted in a manner that facilitates empowerment and makes appropriate use of advocacy.



## **Responsibilities**

Service Users are expected to accept appropriate responsibilities, taking into account their particular abilities and circumstances. These may include having due regard to others, for property or for participation in Care Plans.

## **Choice**

Services are designed to be accessible and flexible, promoting ordinary lifestyles and based upon Service User's own choices. Individual choice is promoted within the limits imposed by service constraints.

## **Carer Support**

The value of the contribution of carer and family support is fully recognised. The needs of carers providing or intending to provide regular or substantial care, is where requested, assessed independently of the needs of the Service User. The outcome of the assessment is taken into account when agreeing Care Plans.

## **Maximising Resources**

Ace Homecare recognises its responsibility to make the best use of available resources and to provide value for money. Services may be targeted to ensure that those who are most vulnerable are always adequately supported. Service user needs are responded to flexibly and imaginatively.

## **Operational Values**

1. Service users should be regarded as individuals with differing needs for whom each individual package of care should be tailored.
2. Service Users should be able to live at home with the minimum restrictions on their movements and activities (taking ability, insight, risk factors and legal resource constraints into consideration). This can mean accepting a degree of risk over physical safety.
3. Services should ensure that they are flexible and can adapt to changing needs and requirements of Service Users and their Carer/families.
4. The service must make all attempts to respect an individual's chosen lifestyle.
5. Everyone involved with the service share a common purpose in maintaining and improving the self-respect and motivation as well as health and independence of Service Users.
6. This service must maintain and if possible improve the quality of life for Service Users.
7. The service will build around the skills and abilities of Service Users and promote the goal of empowering individual's to achieve their full potential.



8. The service will consult with and involve users and their carers whilst ensuring confidentiality.

## **Summary of Care Services Provided**

### **Personal Care**

- Help with washing and bathing to maintain personal hygiene
- Support with toilet needs
- Help with preparing and serving meals
- Assistance with medication
- Help with personal grooming

### **Mobility**

- Help with dressing and undressing
- Assistance with getting in and out of bed
- Help in moving around the house
- Assistance with getting to daytime activities
- Help with going to shops, post office etc.,
- Assistance in attending social activities

### **Household Tasks**

- Keeping the house clean
- Staying warm/cool
- Running Errands
- Washing / Ironing Clothes
- Minor repairs to clothes, e.g. sewing on buttons
- Collecting pensions, prescriptions etc
- Paying bills
- Shopping and light household duties



- Feeding pets
- Changing bed
- Safety Checks

### **Financial Care and Correspondence**

- Collection of benefits
- Assistance with paying bills
- Assistance with correspondence

### **Social Interaction**

- Providing companionship and interaction
- Helping Service Users to keep in touch with family and friends
- Helping Service Users to participate in hobbies and interest

### **Specialist Care Services**

There are certain aspects of the service we provide for which our carers require more advanced training. In such instances the carer will receive training from a specialist qualified in this area. The specialist trainer will then assess the carer and once they are satisfied that they have acquired the necessary knowledge and skills they will sign them off as competent to deliver this specialist care.

### **The Assessment and Delivery of Care**

#### **Assessing your needs**

Prior to the delivery of care a senior member of staff will arrange a day and time to visit with the Service User. The Senior Carer will then discuss with the Service User their needs and how best to meet their requirements, taking into consideration any particular outcomes and goals they may wish to achieve. A care plan will be drawn up that will list all the tasks that the Service Users would like our carers to carry out and the days and times they will need to do this. The plan is completely individual to the Service User and will take into consideration not just their physical and dietary needs, but also their religious and cultural needs.



## **Ace Homecare welcome the involvement of families/friends or advocates at this meeting**

### **Key Staff**

Registered Care Manager	-	Jacqueline Armstrong
Business Manager	-	Amanda Belton
Finance Manager	-	Richard Armstrong
Administrator	-	Grace Atmore
Care Co-ordinator	-	Sarah Austin
Team Leader	-	Kat Nowaczewska
Emergency On-Call (Grimsby)	-	Paula Coppin / Kat Nowaczewska

### **Experience & Range of Qualifications**

Collectively all key staff have over 80 years of experience in care either as Care Workers, Seniors or Management.

Registered Managers Award NVQ Level 4

Safeguarding of Vulnerable Adults

Visual Impairment

Mental Health Awareness

Qualified First Aider

Health and Safety (Inc RIDDOR, COSHH)

Risk Assessment

Manual Handling

Moving & Handling of People (Train the Trainer)

NVQ II in health and social care

NVQ III in health and social care

NVQ in Business Administration

Apprenticeship in Accountancy



## **Our carers receive regular training in all aspect of their work, including:**

- Moving & Handling
- First Aid
- Food Hygiene
- Administration of Medication
- Infection Control
- Health & Safety
- Safeguarding of Vulnerable Adults
- Mental Capacity Act
- Other specialist needs, including catheter care, dementia care, stoma care

They are also encouraged to obtain formal qualifications in caring through the government back system of National Vocational Qualifications (NVQ's)

## **Complaints Procedure**

Ace Homecare aim to provide the best possible service to its Service User's/Carers and to other organisations and individuals who may from time to time use them.

Ace Homecare recognises that there may be occasions when users of services, (either cared for or carers), feel that the quality or level of service provided has been less than they could reasonably expect. In this event it is hoped that the matter can be informally resolved without it becoming the subject of a formal complaint.

**Please do not be afraid that you may lose the Service, or that you will be thought of as a nuisance, for raising any concerns that you may have.**

Where however, a formal complaint is made the following procedure should be followed:

### ***Stage 1***

In the first instance, any significant complaint or occurrence should be discussed with the Care Manager. This may be done in writing or in person, but in either event the complaint will **be acknowledged within three working days.**

If the complaint is made in person the complainant, may be accompanied by a relative, friend or advocate if so desired. If the complaint concerns a user of services who is not the complainant, that person shall be entitled to be present at all stages.

If the complaint is about the Care manager then the procedure will be laid out at Stage 2 onwards.

Notes should be taken during the discussion and a copy made available to the complainant.



It is hoped that most complaints will be resolved at this stage.

## **Stage 2**

If the complainant at Stage 1 is not satisfied with the reply or action taken then, or thereafter, the complaint should be stated in writing, or by private interview, to the Managing Directors of the Company.

On receipt of such a complaint the Managing Director will convene an early meeting of all interested parties to resolve the matter.

The complainant may be accompanied by a relative, friend or advocate. If the complaint is against a member of staff, the member of staff may be accompanied by a colleague or other representative.

Notes shall be taken of the meeting and a copy provided to the complainant.

### **Notes:**

**The complainant will be notified in writing if the complaint cannot be fully investigated within 28 days, (i.e. Care staff off sick etc.); however the matter will be resolved as soon as possible after this time.**

**If however, you are not satisfied at any time with the Service, please contact:**

### **Focus Adults Social Care**

1 Prince Albert Gardens

Grimsby

NE Lincolnshire

DN31 3HT

Telephone: 01472 625300

