



## **Statement of Purpose**

December 2024

## 1. Introduction

Greenwich Home Care is an accredited provider of professional, compassionate home care services, dedicated to ensuring individuals receive the highest standard of care in the comfort of their own homes. We are fully committed to maintaining compliance with the Care Quality Commission (CQC) regulations, ensuring that every aspect of our service adheres to the highest standards set by the Commission.

Our agency is driven by a mission to enhance the independence, dignity, and overall quality of life for individuals in need of home care, while also providing families with peace of mind. Through a comprehensive range of care services, we seek to meet the diverse needs of our clients, from personal care and medical assistance to emotional support and companionship.

## 2. Mission Statement

Our mission at Greenwich Home Care is to deliver care that promotes the health, safety, and well-being of all individuals in our care, through personalized, reliable, and compassionate services. We aim to:

- **Deliver Care in Compliance with CQC Standards:** Ensure that all services we provide are compliant with CQC regulations, maintaining a focus on client safety, dignity, and autonomy.
- **Foster Independence and Quality of Life:** Support individuals in maintaining their independence while receiving the necessary assistance to live with dignity and comfort in their own homes.
- **Ensure Transparency and Accountability:** Provide clear, honest, and effective communication with clients, families, and healthcare professionals, ensuring that care plans reflect both current needs and future goals.

## 3. Core Values

Our core values are designed to align with the CQC's five key questions (Safe, Effective, Caring, Responsive, and Well-Led), which guide our practice and underpin the quality of care we provide.

**Compassion and Empathy:** We believe in treating every individual with kindness, dignity, and respect, ensuring that emotional and psychological well-being are prioritized alongside physical care.

- **Excellence in Care:** We aim for excellence in every facet of our service, from caregiver recruitment to ongoing staff training, ensuring we meet and exceed CQC expectations for quality and professionalism.

- Integrity and Professionalism: We uphold the highest ethical standards, ensuring transparency, accountability, and consistency in all our interactions.
- Respect for Client Autonomy: We support individuals to make informed choices about their care, fostering empowerment and independence.
- Collaboration: We actively collaborate with families, healthcare professionals, and other stakeholders to provide comprehensive, holistic care.

#### 4. Services Offered

In compliance with CQC regulations, Greenwich Home Care provides a wide range of home care services, each tailored to meet the specific needs of individuals. All services are delivered with a commitment to safety, quality, and client satisfaction.

##### Personal Care Services

Our personal care services are designed to assist individuals with the activities of daily living (ADLs), ensuring that their health, safety, and dignity are maintained. These services include:

- Assistance with bathing, dressing, grooming, and personal hygiene.
- Support with mobility, transfers, and positioning.
- Medication management and reminders.
- Continence care and personal hygiene support.

##### Companionship and Emotional Support

We understand the significant emotional and social impact that isolation can have on an individual's well-being. Our companionship services provide:

- Social interaction and emotional support to alleviate loneliness.
- Encouragement of participation in hobbies and social activities.
- Respite services for family caregivers, offering them a break from caregiving responsibilities.

##### Domestic and Home Support Services

Our domestic support services ensure that individuals can continue to live in a clean, safe, and comfortable environment. These include:

- Light housekeeping, laundry, and home maintenance.
- Meal preparation, including specialized diets and dietary requirements.
- Assistance with shopping, errands, and transportation.

## Specialist Care

We offer specialist services for individuals with medical conditions that require more advanced care, ensuring their needs are met with the highest level of expertise and compassion. Our specialized care includes:

- Dementia and Alzheimer's care, focusing on cognitive function and quality of life.
- Parkinson's disease management and symptom control.
- Post-surgical or post-hospital care to aid recovery and rehabilitation.
- Stroke recovery, including mobility assistance and therapy support.
- End-of-life and palliative care, delivered with sensitivity and dignity.

## Respite Care

We provide family caregivers with much-needed respite, ensuring that clients continue to receive high-quality care while their families take a break. Our respite care services are flexible and can be arranged for varying lengths of time.

### 5. Person-Centered Care Approach

At Greenwich Home Care, we adopt a person-centered care model that is integral to both our operational approach and our compliance with CQC standards. Our care plans are designed to:

- Respect Individual Preferences: We place the preferences, rights, and choices of our clients at the heart of our service delivery.
- Tailor Care to Needs: Every care plan is customized to reflect the unique needs, health conditions, and personal preferences of each individual, developed through consultation with clients, families, and healthcare professionals.
- Ensure Regular Reviews: We regularly review and update care plans to ensure they continue to meet the evolving needs of the client and remain in line with best practices.

### 6. Commitment to Quality Assurance and CQC Compliance

Greenwich Home Care adheres to a robust quality assurance framework that aligns with the CQC's five key inspection criteria:

1. Safe: We ensure that all services are delivered in a safe environment, minimizing the risk of harm to clients and caregivers. This includes safeguarding protocols, infection control measures, and regular health and safety assessments.

2. Effective: We maintain high standards of care through continuous training, clinical supervision, and evidence-based practices. Our staff is equipped with the skills necessary to meet the needs of individuals with complex health conditions.
3. Caring: We provide care that is empathetic, compassionate, and sensitive to the emotional and psychological needs of each individual.
4. Responsive: We respond to changing needs in a timely and flexible manner, ensuring that care plans are updated and adjusted as necessary.
5. Well-Led: Our agency is led by experienced professionals who are committed to maintaining high standards of care, fostering an organizational culture of accountability, transparency, and continuous improvement.

We undergo regular internal audits, client surveys, and supervisory evaluations to ensure that we are meeting these CQC standards and continuously improving the quality of care we provide.