



A Blossom Home Care Franchise
owned and operated under license by
CareVantage Ltd

STATEMENT OF PURPOSE

**Blossom Home Care
Durham
F13, Incubation Centre,
Durham Way South,
Newton Aycliffe,
DL5 6XP**

0191 389 8945

BLOSSOM HOME CARE DURHAM ORGANISATIONAL CHART

Franchisors

Blossom Home Care Franchising Ltd

Franchise Manager

Carrienne Walters

Registered Provider

A Blossom Home Care Franchise owned and operated under license
by CareVantage Ltd

Nominated Person

Liz Chapman

Registered Manager

Roberta Chapman

BLOSSOM HOME CARE'S STATEMENT OF PURPOSE

Aim's and Objectives of Blossom Home Care

Our ethos is to provide **"Bloomin" good care** to the residents of County Durham and beyond, in their own homes.

Owned and operated by Liz, Tom and Roberta Chapman, CareVantage became part of the Blossom Home Care Franchising Ltd family in August 2020.

Blossom Home Care Ltd was established by John and Fiona Leggott after they realised that there was a gap in the market for a service provider offering quality care to elderly people who wanted to remain in their own homes. As a qualified registered nurse, Fiona worked as a community staff nurse, and constantly witnessed the devastation failing, low-cost home care was having on people and their families.

Unfortunately, care has become a cost driven industry. Local Government are driving down the cost of care in order to achieve budgets with the result that staff and services are under pressure to deliver. We believe that the vast majority of failed care is due to this downward pressure on costs. At Blossom Home care we don't believe this is right, especially as peoples' lives are at stake!

This is why we have decided to take a totally fresh approach to home care for the elderly.

- We will not compromise care for cost.
- We will deliver the highest standard of care from the very best staff and management team.
- We will step away from local government contracts.
- We will help create an environment where the elderly people in our care can continue to feel they can blossom and thrive.
- We will only work with people who understand the importance of And want **'just "Bloomin" good care'** delivered in a true, honest and high quality way.

Area Covered:

We serve people in their own homes within a 30-mile radius of Durham city.

Support objectives:

The agency aims to:

- Offer skilled care to enable people supported by us to achieve their optimum state of health and well-being
- Treat all people supported by us and who work for us with respect at all times.
- Uphold the human and citizenship rights of all who work and visit here and of all the service users.
- Recognise the individual uniqueness of service users, staff and visitors and treat them with and respect at all times.
- Respect individuals requirement for privacy at all times and treat information related to individuals in a confidential manner.
- Recognise the individuals need for personal fulfilment and offer individualised programmes of meaningful activities to satisfy the need of service users and staff.

Details of Registered provider, Nominated Person and Registered Manager:

Registered Provider: CareVantage Ltd t/a Blossom Home Care Durham
F13, Incubation Centre
Durham Way S
Newton Aycliffe
DL5 6XP

Nominated Person: Liz Chapman
Stonehaven Barn
Coatham Mundeville
Darlington
County Durham
DL1 3NJ

Registered Manager: Roberta Chapman
F13, Incubation Centre
Durham Way S
Newton Aycliffe
DL5 6XP

Care Staff:

A list of current staff and their qualifications is available on request and on display in the office. The staff allocated to support you will be chosen in order to match their skills with your needs, and also to minimize travelling distances in order to support good time attendance. In addition to the direct support staff the management team work 40 hours a week, most of which should be in addition to the levels displayed. In certain circumstances the management team may be included in the staffing levels described. Staffing levels may be changed at the discretion of the Manager if there are particular needs. Care staff work on a rota system which ensures that the service is staffed by the appropriate number of skill mix, including weekends and public holidays. New employees are inducted to National Training Organisation standards within the first 12 weeks of employment. We manage and train our employees with the aim that all our carers achieve NVQ level 2 plus. All other employees receive training appropriate to their work, for example Food Hygiene for catering staff. All employees receive annual training in Health and Safety matters such as Moving and Handling, Fire awareness and procedures, adult protection issues and a range of other matters.

Description of our Services and Facilities:

The following services are provided at The Agency's locations:

Domiciliary Care Services.

The following regulated activities apply to services provided by The Agency:

Personal Care.

The Agency provides services for the following bands of Service Users:

- Learning disabilities/ autistic spectrum disorder
- Elderly
- Adults
- Mental Health
- Physical disability
- Sensory impairment
- Dementia

The following Care and Support Services are provided by The Agency:

- Alzheimer's
- Autism
- Cancer Care
- Palliative Care
- Cerebral Palsy
- Epilepsy
- Head/Brain injury
- Auditory Impairment
- Motor Neurone Disease
- Multiple Sclerosis
- Parkinson's
- Orthopaedic
- Schizophrenia
- Stroke
- Visual Impairment
- Speech impairment
- Respite Care

Service users care plans are reviewed on an individual basis according to assessed needs, but at least every three months.

Therapeutic Activities:

Blossom Homecare has a policy of promoting the maintenance of Service Users normal social network and social activities. The Service users support plan includes a facility for recording life history, social networks, contacts, and preferences for activities/hobbies in order that the service user is offered access to those networks and activities which are appropriate and desired.

Making a Complaint or giving Compliments:

We believe that complaints and compliments are a valuable indicator of the quality of our service, and an opportunity to improve that quality. We assure the service user that no one will be victimised for making a complaint, we encourage service users to instigate the complaints procedure whenever they feel that it is necessary. We do not like to confine

complaints to major issues. We encourage service users to comment when relatively minor matters are a problem to them, such as receiving cold food, getting kept waiting without explanation or being spoken to in a manner that they do not like. It is our policy that all matters which disturb or upset our service users should be reported, recorded and corrective action should be taken. Only in that way can we work towards meeting our aim of continuously improving our service.

Our commitment is that:

- All complaints should be taken seriously;
- All complaints will be acted upon with fairness and impartiality
- You will receive a response within 24 hrs of the complaint being made, and a final reply within 28 days;
- If the complaint is upheld, you will receive a written apology and appropriate action will be taken to rectify the complaint, and you will be informed of what the action is;
- Service Users are entitled to involve an impartial third party in the complaint procedure if they wish.

The service users or their representatives may take their complaints to the persons in authority outside side The Agency if they are not happy with the results they have been given. Where Service Users are funded all/part by Social Services or Clinical Commissioning Group, then complaints may, in the first instance, be directed to them. Where Service Users are Privately funded, a range of advocacy services are available locally and they will be happy to help you deal with the complaint. In the event of a serious issue or complaint you should contact CQC.

Addresses you may need:

Direct of Social Services
Durham County Council
County Hall, Aykley Heads
Durham
DH1 5UL
0300 026 7979

Local Clinical Commissioning Group:
NHS County Durham Clinical Commissioning Group
Sedgefield Community Hospital
Salters Lane
Sedgefield, TS21 3EE
0191 371 3222

CQC:

Care Quality Commission
National Correspondence
City Gate, Gallowgate
Newcastle upon Tyne
NE1 4PA
0300 061 6161

The Local Government Ombudsman

PO Box 4771
Coventry, CV4 0EH
0845 6021983 or 0247 6821960
advice@igo.org.uk

Advocates:

Service Users have the right to access external agents who will act in their interests to help them solve problems, discuss concerns etc. The Registered Manager will be happy to provide information on local advocacy groups and other support networks.

One of those currently known to use is:

County Durham Advocacy Service
Unit 15 Crook Business Centre
New Road
Crook, Durham
DL15 8QX
01388 766 310

Arrangements for your voting rights can be made through:

Durham County Council
County Hall, Aykley Heads
Durham
DH1 5UL
0300 026 0000

Blossom Home Care Durham

Other Documents:

You are invited to view the latest CQC inspection report on the establishment, and the latest summary of Service Users and their families' views on the service offered. These are not included in this pack because they rapidly become out of date. A copy of each will be given to you on your service commencement if required, subsequently they are published on the notice board in The Agency, and copies are available from the Manager at any time.

Privacy and Dignity:

We aim to respect your privacy and dignity at all times. Please speak out or speak to the Registered Manager if your privacy or dignity is not being respected.

Service Users' Privacy:

- All service users have the right to be alone or undisturbed and to be free from public attention or intrusion into their private affairs. The staff of The Agency are guests in the home of the service users.
- Staff will enter a service users' property and rooms within the property only with express consent.
- Staff of The Agency will respect the rights of the service user to make a telephone call without being overheard or seen by a worker.
- Records will be designed, used and stored so as to assure privacy. Legislative controls over records, such as the Data Protection Act, will be adhered to and the service users explicit permission in writing will be sought before information is passed to any person other than those directly concerned with the care of the service user.
- Record will be made available to the service users principal carer and family according to the wishes of the service user.

Service Users' Dignity:

- Your dignity is a matter of prime importance to us and all the staff receives training in this area.
- You will be asked for your name by which you wish to be addressed and this name will be recorded on your support plan and used by all staff. You are perfectly entitled to ask that your principal carers use one name and others us another. The level of familiarity is under your control. In the absence of information to the contrary, staff will address you formally using your title and surname.
- Staff are trained to be sensitive to your feelings when in company.
- The agency seeks to reduce any feelings of vulnerability which service users may have as result of disability or illness.

Key Line of Enquiry	Primary	Supporting	Mandatory
C.S1 - How are people protected from bullying, harassment, avoidable harm and abuse that may breach their human rights?	~		~
C.E1 - How do people receive effective care, which is based on best practice, from staff who have the knowledge and skills they need to carry out their roles and responsibilities?		~	~
C.E3 - How are people supported to eat and drink enough and maintain a balanced diet?		~	
C.C1 - How are positive caring relationships developed with people using the service?		~	~
C.C2 - How does the service support people to express their views and be actively involved in making decisions about their care, treatment and support?		~	~
C.C3 - How is people's privacy and dignity respected and promoted?		~	~
C.C4 - How people are supported at the end of their life to have a comfortable, dignified and pain free death?		~	
C.R1 - How do people receive personalized care that is responsive to their needs?		~	~
C.R2 - How does the service routinely listen and learn from people's experiences, concerns and complaints?	~		~
C.W1 - How does the service promote a positive culture that is person-centered, open, inclusive and empowering?	~		~

Note: All QCS Policies are reviewed annually, more frequently, or as necessary.