



## **STATEMENT OF PURPOSE**

### **Blossom Home Care**

Suite 10, Evolution Business Centre  
Unit 6 County Business Park  
Northallerton  
North Yorkshire  
DL6 2NQ

**Tel: 01609 751 644**

### **Blossom Home Care York**

Raylor Centre  
James Street,  
York,  
YO10 3DW

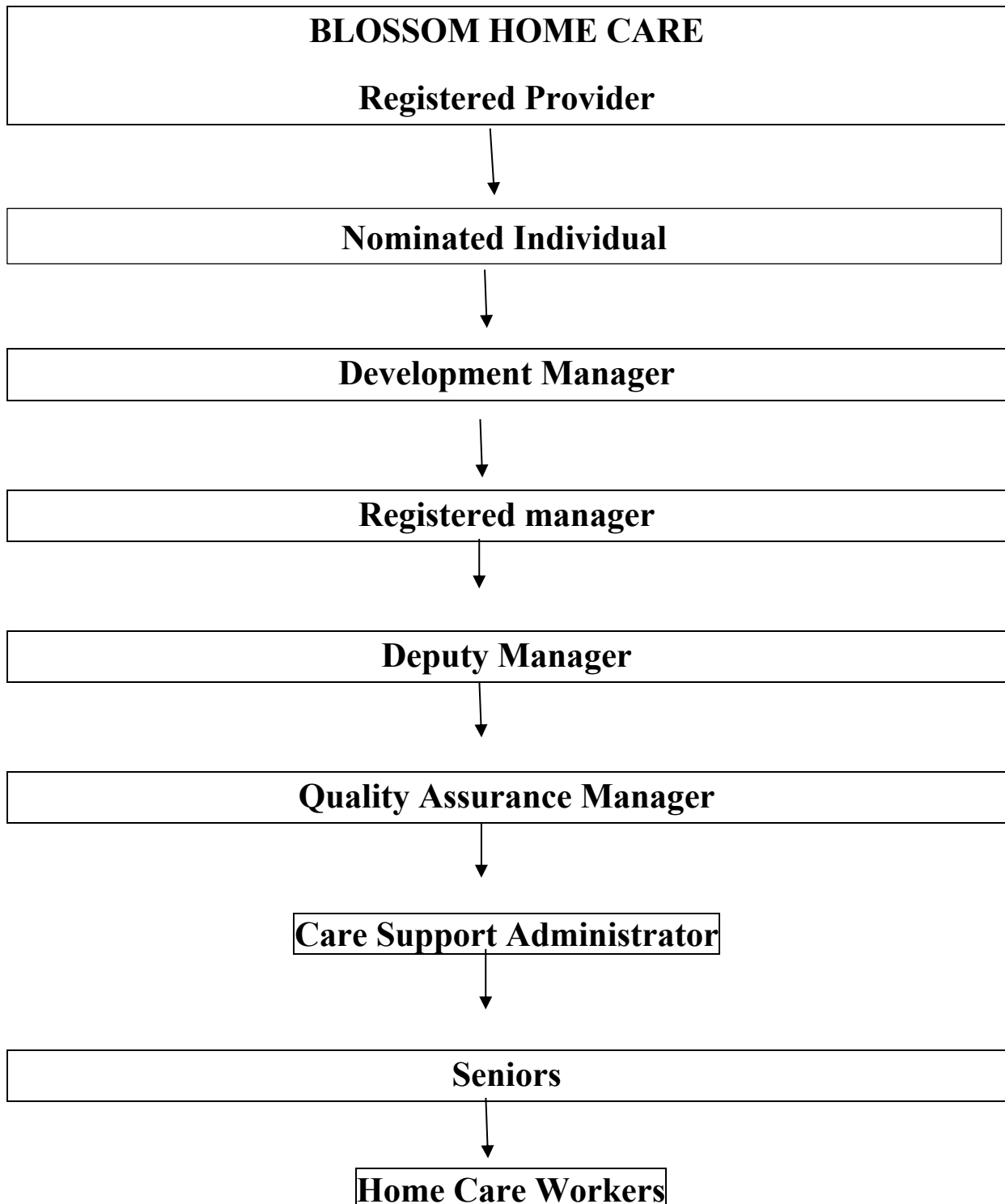
**Tel: 01937 222 166**

### **Blossom Home Care Malton**

Office 4, Malton Office Centre,  
Jacksons Yard,  
Malton,  
YO17 6BT

**Tel: 01653 917213**

**Organizational Chart**



## Blossom Home Care's Statement of Purpose

### **Aim's and Objectives of Blossom Home Care**

Our ethos is to provide **"Bloomin" good care** to adults in their own homes, enabling them to remain independently and living there for as long as possible.






Owned and operated by Fiona and John the business was established after they realized 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 Homecare we don't believe this is right, especially as peoples' lives are at stake! So as Johns grandad always used to say "if it aint right, its wrong"

This is why we have decided to take a totally fresh approach to home care for the elderly our values and ethos are;

-  We won't compromise care for cost, so we don't take on cost driven care contracts with short visit times that are not long enough to provide adequate care.
-  We only work with people who understand the importance of, and want, "just bloomin' good care" delivered in a true, honest and high-quality way.
-  We ensure that everyone knows their role and the responsibilities that they have within the organisation to ensure that everyone has a clear view of what is expected of them.
-  We create an environment where the people in our care can continue to enjoy home comforts for as long as possible.
-  We deliver the highest standard of care from the very best Carers and Management Team individually tailored for each Client.

Blossom Home Care based on key points that would help Blossom to deliver “just bloomin’ good care”!

🌸 “Blossom’s Care Calls are a minimum 50 minutes.” This means Clients have more time to do what they ‘want’, with the help of a Carer, and Carers have adequate time to meet all the Client’s needs without missing out parts of the care regime or rushing Clients. It has been proven the longer the visit the less chance of an accident or falls occurring and it also helps to decrease loneliness and depression due to the increased period of social interaction.

🌸 “Blossom’s emphasis is on Effective Communication”. Written documentation, care plans and an Online Feedback System ensure that everyone is aware of what’s happening. Clients and their families can even view care rotas and Carer feedback following a visit, as well as give their own direct comments back to Blossom.

🌸 “Blossom’s real time monitoring system enables time monitoring of care delivery and staff locality” which means everyone knows when a Carer arrives and leaves the Client’s home. This ensures Clients receive their full entitlement of paid for care whilst also tracking Carers whereabouts for their own safety too. Care invoices are raised from the same system maintaining total transparency.

🌸 “Blossom specialise in delivering care in rural areas and farming communities”, the areas where other care providers can find it difficult to operate.

🌸 “Blossom’s Clients have set visit times.” Clients want to know what time their Carer will be calling. It’s less restrictive for them and it also provides structure for the Carers. If a Carer cannot attend a call for whatever reason Blossom’s Response Team ensure the promised care still takes place. Clients therefore rest assured that the promised care is always delivered reducing worry & anxiety for everyone.

🌸 “Blossom operates 24 hours a day, 7 days a week”. Carers and Clients are reassured by the true 24/7 service because everyone knows advice and support are always readily available!

🌸 “Blossom creates individualised, person centred, care plans”. Each Client has a care plan, agreed at the outset of care and constantly reviewed to ensure it continues to fulfil Client needs. Blossom Carers also remain flexible to accommodate further needs appropriate to the visit.

“Blossom designates Key Carers for each Client”, this provides continuity and is good, therapeutic relationships to develop between Carer and Client. The sort of relationship that would never develop if a different Carer arrived at each visit.

“At Blossom Home Care we deliver bloomin’ good care”. How? All our Carers receive initial induction and on-going training. Blossom Home Care management liaise with other medical professionals and recommend referrals where necessary. Blossom care staff are held accountable as all professionals are, Carer spot checks and checking of Carer competencies are regularly undertaken to ensure Carers are delivering care at the right standard, meeting Clients’ needs and providing a good service.

### **Welcome:**

To serve people in their own homes within 20 miles radius of Northallerton (Head office), York office and Malton office.

### **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 all people 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:**

**Name:** Blossom Home Care  
**Address:** Suite 10  
Evolution Business Centre  
6 County Business Park  
NORTHALLERTON

North Yorkshire  
DL6 2NQ  
01609 751 644  
hello@blossomhomecare.co.uk

This business is a limited company owned by Fiona Leggott and John Leggott

**Nominated Person:**

**Name:** Kelli Probst  
**Address:** Suite 10, Evolution Business Centre  
6 County Business Park  
NORTHALLERTON  
North Yorkshire  
DL6 2NQ  
07500 040779  
kelli@blossomhomecare.co.uk

**Experience:** Undergoing Level 5 in leadership and management.

**Registered Manager:**

**Name:** Lucinder Dickinson  
**Address:** **Head Office**  
Suite 10, Evolution Business Centre  
6 County Business Park  
NORTHALLERTON  
North Yorkshire  
DL6 2NQ  
07887499824  
manager@blossomhomecare.co.uk

**Name:** Holly Unstead  
**Address:** York Office  
D8, Raylor Centre  
James Street  
York  
YO10 3DW  
07887499823  
[managertad@blossomhomecare.co.uk](mailto:managertad@blossomhomecare.co.uk)

**Name:** Kyle Thorpe  
**Address:** Office 4, Malton Office Centre  
Jackson Yard  
Showfield Lane  
Malton  
YO17 6BT  
07311276055  
managermalton@blossomhomecare.co.uk

### **Care Staff:**

Within our offices we have pictures of our management team and care staff displayed. 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 teamwork full time hours, 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 into the company all completing the care certificate plus other training modules and practical training. They complete a shadowing period and have competencies on their skills and knowledge checked at various intervals. We aim for all the employees to undertake professional development and aim for them to achieve NVQ level 2 plus. 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:**

Adults 18 years and over

Learning disabilities/ autistic spectrum disorder (Northallerton)

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

Our care packages are as individual as the people we work with and include but are not exclusive to:

- Good Morning, lunchtime, teatime and bedtime visits
- Washing, showering, bathing, dressing & grooming
- Encouraging, reminding, assisting & administering medications
- Ordering & collecting prescriptions from the pharmacy plus returning unused medication for safety
- Preparation/planning assistance with meals and gentle encouragement to consume food and liquids
- Client shopping, removal of out of date food
- Helping with a to-do list, laundry and ironing
- General housekeeping, collecting pension, supporting social activities/ participation in hobbies, and helping clients to attend appointments



- Dementia/Alzheimer's specialist care and support
- End of life care and support 24/7 care, overnight care and respite care

Service users care plans are reviewed at regular intervals or when required to ensure all the needs of the service user are met.

### **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. Employees are expected to facilitate these needs at visits i.e. dog walks, going to church, going out for coffee or lunch..

### **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.

We have a separate complaints and procedure document that would be placed in the service users home file. Complaints need to be made to the nominated individual

### **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. Service Users funded all/part by Social Services or Clinical Commissioning Group, complaints may in the first instance be directed to them. Privately funded service users, 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:

**Social Services- Northallerton/York/Malton**  
**North Yorkshire Health and Adult Services**  
**White Rose House, Northallerton**  
**DL6 2NA**  
**01609 780780**

**Social Services- York City Council- York**  
**West Offices,**  
**Station Rise**  
**YO1 6GA**  
**01904 555111**

**Local Clinical Commissioning Group: Northallerton-**  
**NHS Hambleton, Richmondshire & Whitby CCG**  
**Civic Centre, Stonecross**  
**Northallerton**  
**DL6 2UU**  
**01609 767600**

**Local Clinical Commissioning Group: York**  
**NHS Vale of York Clinical Commissioning Group**  
**West Offices**  
**York**  
**YO1 6GA**  
**01904 555870**

Care Quality Commission- **Northallerton/York/Malton**

Care Quality Commission  
National Correspondence  
City Gate, Gallowgate  
Newcastle upon tyne  
NE1 4PA  
**03000 616161**

The Local Government Ombudsman- **Northallerton/York/Malton**

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:**

**Northallerton**

**Hambleton and Richmondshire Advocacy**  
227 High Street  
Northallerton  
DL7 8DW  
**01609 778652**

**Old Citizens Advocacy – York/Malton**

52, Townend Street,  
York  
YO31 7QG  
**01904 676200**

**Arrangements for your voting rights can be made through the:**

**Northallerton/Malton**  
**Hambleton District Council**  
**Civic Centre, Stonecross**  
**Northallerton**  
**DL6 2UU**  
**01609 779977**

**York**  
**Electoral Registration Officer**  
**West Offices**  
**Station Rise**  
**York**  
**YO1 6GA**  
**01905 551007**

#### **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. Or available via the CQC website or on our website.

#### **Privacy and dignity:**

We aim to respect your privacy and dignity at all times. Please speak out or speak to the Deputy/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?	~		~