

# Statement of Purpose

## 1. AIMS, OBJECTIVES AND PHILOSOPHY OF CARE

The aims and objectives of the organisation are as follows:

To encourage clients or their representatives to participate as fully as possible in formulating their care plans and to provide access to personal files.

To enable and support clients to retain their independence of thought and activity.

To meet the client's physical, emotional needs and overall well-being in a dignified non-judgemental way.

To recognize the client's diversity ensuring religious, cultural, racial and gender identities are respected and to request clients and their carers respect the rights of staff to the same non-discriminatory approach.

To ensure that the forms of communication, language and address used are suitable for the needs of the client.

To ensure that the client is always treated with dignity and respect and that they are safeguarded from the risk of abuse.

To ensure that all information received during carrying out our duties is treated with the utmost confidentiality and is not passed to any unauthorised persons. Records will be accurate and fit for purpose.

To be respectful of the client's personal privacy and space.

To ensure that all health and safety procedures are followed always.

To ensure that the quality of the service provided is of the highest standards possible and to use appropriate methods to achieve this.

To ensure clients are provided with information concerning the services provided, and any changes to those services which may affect their well-being.

## 2. NATURE OF THE SERVICES PROVIDED

Black Swan Care was established to offer the highest standards of enabling and support care, reliability and friendly service to clients, in all age groups over 18, who are living in their own homes and require a little extra help and support.

Our services are provided to persons in the following groups:

Frail and vulnerable adults

People with dementia

Mental health problems

Physical disabilities

Sensory impairment

Illness

Adults who are recovering from illness

Adults with Learning Difficulties (excluding those assessed with specific challenging behaviour)

We can offer a range of home care services, tailored to meet client individual needs. These may include:

Basic tasks

Preparing light snacks and meals.

General help (such as shopping, housework, running errands etc.)

Sitter services

Devise and deliver Enabling Support Packages

Supporting clients with daily living tasks.

Signposting and assistance with the personalisation agenda, "individual budgets" etc.

Specialist tasks

Monitoring visits to clients are arranged by Black Swan Care on a regular basis to ensure the service continues to provide safe and appropriate care and support that both meets client needs and protects their rights. Black Swan Care will identify and manage risks to both clients and staff and will seek professional safety advice when required.

## **5. STAFF QUALIFICATIONS**

Black Swan Care places prime importance on employing staff that are fit for the job, have appropriate skills and experience to ensure the health and welfare needs of clients are met. Staff are required to have a full interview, a full and satisfactory DBS check and may only commence employment when this has been received, together with satisfactory references. Black Swan Care also ensures that all staff have adequate supervision and regular appraisal. The agency endeavours to ensure that clients have confidence in their staff members and that their service can be relied upon to provide the best quality of care.

After undergoing a rigorous selection process, including an interview, reference and police checks, all staff receive an induction and training programme. Regular updating of training is always reviewed.

## **6. COMPLAINTS POLICY AND PROCEDURE**

Even with the most conscientious and responsive care, it is inevitable that we will not please everyone all the time. Comments and complaints will be listened to and acted on effectively and clients will not be discriminated against for making a complaint.

The client, or his/her representative on their behalf, has the absolute right to comment or complain and the Complaints Policy Procedure will be used. A copy of this policy will be included in the information provided to all clients.

## **8. SAFEGUARDING**

Black Swan Care will supply clients with a copy of the organisation's Safeguarding Policy.

## **9. INSURANCE**

Black Swan Care is currently insured with Finsbury Insurance Group.