

AR23 - Statement of Purpose



tlc trust life care
home based care & support

Statement of Purpose

**Trust Life Care Ltd
Suite 2.2
Morwick Hall Mortec Office Park
York Road
Leeds
West Yorkshire
LS15 4TA**

Tel:0113 8232858

Up Dated 03.03.23

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Trust Life Care's Statements of Purpose

AIMS & OBJECTIVES OF Trust Life Care

The aim of the business is to provide flexible, reliable & trustworthy personal care & support to people with social care needs and their families. We do this by employing knowledgeable, experienced staff who are closely supervised by the registered manager – Dawn Tobin. A team of staff are allocated to individuals to ensure consistent care & support. Times are arranged to suit the person receiving the support & are flexible to change when required. An initial assessment is made by a care manager, who agrees the personal care plan & contract with the person receiving the service or their representative. Services available are varied and meet the whole spectrum of personal care –assistance with getting up, going to bed, day and/or night sitting, personal hygiene, meals, medication prompts, peg feeds, shopping with or for the person, domestic cleaning & laundry. There is a scale of charges according to tasks agreed. Reviews are held regularly, and involve the person receiving the support plus any family or carer involved, and other professionals where appropriate. Invoices are sent weekly or monthly, according to services received. A quality assurance questionnaire is enclosed with every invoice, which should be completed and returned with the payment.

Welcome

Registered with CQC for Personal Care. Other services offered are: sitting (day or night), medication prompts, Home from Hospital, personal assistant, escorts to social & recreational activities, escorts to medical, optical or chiropody appointments, domestic cleaning and laundry.

Support Objectives

All people who are supported by and work at Trust Life Care, and all people who visit will be treated with respect at all times. *We aim to offer skilled care to enable people who we support to achieve their optimum state of health and wellbeing. *We uphold the human and citizenship rights of all who are supported by us and work for the Agency. *Individual choice and personal decision-making are the right of all Service Users and will be supported by all the people who work for the Agency. *The right of independence will be respected and encouraged for all Service Users. *The individual uniqueness of Service Users and visitors will be recognised and they will be treated with dignity and respect at all times. *The individual requirement for privacy will be respected at all times and all information relating to individuals will be treated in a confidential manner. *We recognise the individual need for personal fulfilment and aim to offer individualised programmes of meaningful activity to satisfy that need of Service Users.

Details of Registered Provider, Nominated Person and Registered Manager

Registered Provider:

- » Name: olusegun osinkolu <osinks@gmail.com>
- » Address: Suite 2.2
Morwick Hall Mortec Office Park
York Road
Leeds
West Yorkshire
LS15 4TA
- » Experience: 33 years working for Leeds City council. The first 9 years in residential care for people with learning disabilities. Then 24 years managing day services for older people, the last 10 years to end January 2011 specialising in dementia day care services.

Nominated Person:

- » Name: Brenda Tutin
 - » Address: Trust Life Care, Suite 2.2
Morwick Hall Mortec Office Park
York Road
Leeds
-

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West Yorkshire
LS15 4TA

- » Experience: Same as Registered Provider

Registered Manager:

- » Name: Dawn Tobin
- » Address: Trust Life Care, Suite 2.2
Morwick Hall Mortec Office Park
York Road
Leeds
West Yorkshire
LS15 4TA
- » 07730138465

Staff Profile

The staff allocated to support you will be chosen in order to match their skills with your needs, and also to minimise travelling distances in order to support good time attendance. In addition to the direct support staff the Registered Manager works 40 hours per week, most of which should be in addition to the levels displayed. In certain circumstances the manager may be included within 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 and skill mix, including weekends and public holidays. New employees are inducted to National Training Organisation standards within 12 weeks of employment. We manage and train our employees with the aim that all of our Care Workers are offered to achieve a RQF diploma. All other employees receive the 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.

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Nominated Individual
Brenda Tutin

Registered Manager
Dawn Tobin

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Description of Our Services and Facilities

Services Offered

The following services are provided at the Agency's location:

- » Domiciliary care service

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

- » Personal Care

the Agency provides services for the following bands of Service User:

- » Learning disabilities or autistic spectrum disorder
 - Older people
 - Adults
 - Mental health
 - Physical disability
 - Sensory impairment
 - Dementia

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

- » Alzheimer's
- Cancer Care
- Head/Brain Injury
- Auditory Impairment
- Multiple Sclerosis
- Parkinson's Disease
- Orthopaedic
- Stroke
- Visual Impairment
- Speech Impairment
- Convalescence

Service User Care Plans are reviewed on an individual basis, according to assessed need and regulatory and contractual requirements.

Therapeutic Activities

Trust Life Care has a policy of promoting the maintenance of Service Users' normal social network and social activities. The Service User's Care Plan includes a facility for recording life history, social networks and contacts, and preferences for activities and hobbies in order that the Service User is offered access to those networks and activities which are appropriate and desired.

Making a Complaint and 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 all Service Users that no-one will be victimised for making a complaint, we encourage Service Users to instigate the complaints procedure whenever they feel that this is necessary. We do not wish 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, or being 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 a Service User 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:

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- » All complaints will be taken seriously;
- » All complaints will be acted upon with fairness and impartiality;
- » You will receive a response within 24 hours 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 that action is;
- » Service Users are entitled to involve an impartial third party in the complaint procedure if they so wish.

Service Users and their representatives may take their complaints to persons in authority outside the Agency. For Service Users funded all or in part by Social Services or the Clinical Commissioning Group, complaints may in the first instance be directed to them. For privately funded clients, 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 and complaint, you should contact the CQC.

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Addresses:

| | |
|--|--|
| <p>Director of Social Services: Leeds Social Care Merrion House Leeds LS2 8QB Tel: 0113 2224401</p> | <p>Care Quality Commission: Care Quality Commission National Correspondence Citygate, Gallowgate Newcastle upon Tyne NE1 4PA Tel: 03000 616161 Fax: 03000 616171</p> |
| <p>Local Clinical Commissioning Group: NHS Leeds North West House West Park Ring Road Leeds West Yorkshire LS16 6QG Tel: 0800 0525 270</p> | <p>The Local Government and Social Care Ombudsman</p> <p>PO Box 4771, Coventry CV4 0EH, Tel: 0845 602 1983 or 024 7682 1960, Fax: 024 7682 0001, advice@lgo.org.uk</p> |

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.

Some of those currently known to us are:

- » Leeds Age UK Office Suites 1&2 First Floor Bridge House Balm Road Leeds LS10 2TP Tel: 0113 272 0377
- » Leeds Advocacy Unit A4 26 Roundhay Road Leeds LS7 1AB Tel: 0113 244 0606
- » As above

Arrangements for your voting rights can be made through the:

Leeds City Council Electoral Registration Officer Electoral Services Leeds Town Hall The Headrow Leeds LS1 3AD Tel: 0113 2224411

Other documents

You are invited to review the latest CQC inspection report on the establishment, and the latest summary of Service Users' and Service Users families' views on the Services 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 the service commencement subsequently published on the notice board in the Agency, and copies are available from the manager at any time.

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Complaints Form

| |
|------------------------------|
| Date: |
| Details of complaint: |
| The outcome that you expect: |
| Your name: |
| Signed: |
| Date received: |
| Received by (sign): |

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Privacy and Dignity

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

Service User's 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 Service User's residence.

Staff will enter a Service User's property and rooms within the property only with express consent.

Staff of the Agency respect the rights of Service User' to make telephone calls 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 User's explicit permission in writing will be sought before information is passed to any person other than those directly concerned with the support of the Service User.

Records will be made available to the Service User's principal Care Worker and family according to the wishes of the Service User.

Service User's dignity

Your dignity is a matter of prime importance to us, and all staff receive training in this area.

You will be asked for the name by which you wish to be addressed, and this name will be recorded on your Service User Plan and used by all staff. You are perfectly entitled to ask that your principal carers use one name, and others use another name. 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 a result of disability or illness.

Key Lines of Enquiry Table

| Key Line of Enquiry | Supporting |
|---|------------|
| E1 - Are people's needs and choices assessed and care, treatment and support delivered in line with current legislation, standards and evidence-based guidance to achieve effective outcomes? | ✓ |
| E4 - How well do staff, teams and services within and across organisations work together to deliver effective care, support and treatment? | ✓ |
| W3 - How are the people who use the service, the public and staff engaged and involved? | ✓ |
| W4 - How does the service continuously learn, improve, innovate and ensure sustainability? | ✓ |

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

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