



Inspired Care Ltd

# **Statement of Purpose**

**Care At Home**



## **Welcome to Inspired Care Limited**

This handbook has been designed to provide you with all of the relevant information you may require.

Inspired Care Limited is a Provider registered with the Care Quality Commission for Adults, to deliver Health & Social Care within the home environment. We support Customers to maintain their independence and enhance their quality of life by enabling control through professional, qualified, reliable and trustworthy care in the comfort of their own home. We are committed to delivering innovative and individualised Care working closely with the Customer and their family, and collaboratively with other Healthcare Professionals to ensure that their need is central to everything we do.

Inspired Care Limited is registered with the:

- Care Quality Commission (CQC)

### **Aims and Objectives of the Organisation:**

The aim of Inspired Care Limited is to provide creative, innovative responses to meet the changing Health and Social needs of the Customers we serve. At Inspired Care Limited we aim to provide individually tailored care packages and support for:

- ✓ People who are elderly and frail
- ✓ Customers with complex and long term conditions
- ✓ Customers requiring palliative and end of life care
- ✓ Customers requiring additional support during convalescence following an injury, illness, or period of hospitalisation
- ✓ Adults with Learning Disability
- ✓ Behaviours that Challenge
- ✓ Specialised support for Adults with memory / sensory impairment

**We intend to achieve this aim by pursuing the following objectives:**

- Creating an environment that encourages personal development, confidence, self-esteem, self care and promotion of independence.
- Respecting Confidentiality and Data Protection and maintaining the Customer's right to Confidentiality by securing consent before sharing information with others.
- Obtaining informed consent from the Customer for all aspects of care activities.
- Working in partnership with all Stakeholders.
- Respecting Individuality, Equality and Diversity.
- Ensuring each Customer is fully involved, understands and is in agreement with all care decisions.
- Promoting the Customer's right to privacy, respect, choice, and dignity.
- Achieving compliance and satisfaction with all care activities and ensuring a positive experience which is specific to personal needs and wishes.
- Protecting physical privacy and dignity during care processes through careful planning and positive communication and attitude.
- Ensuring each Customer, or significant others, can express their views and concerns through regular consultation.
- Ensuring that complaints are listened to and responded to within given timescales.
- Continually seeking ways of understanding the Customer who lacks capacity or has difficulty in expressing themselves, and seek additional input from other Healthcare Professionals to advocate when necessary.
- Supporting Customers to develop their social, vocational and recreational skills.
- Respecting each Customer's cultural, ethnic and sexual identity.
- Promoting individual Health & Well Being through the delivery of holistic care.
- Protecting the Customer from any risk associated with their health, welfare and safety.
- Regularly monitoring and reviewing our service to ensure sustainable effectiveness and quality standards, and requesting and responding to feedback to inform improvements and changes in practice and service delivery.
- Ensuring Care Staff are Care Certificated and QCF trained; receive specialised ongoing training to demonstrate achievement of the required standards and competencies.

## Principles of the service

- This Statement of Purpose states our Aims and Objectives, Philosophy of care and support, and the range of facilities and services we offer together with the Terms and Conditions in our continuing service provision.
- To focus on the Customer, we aim to provide Care in ways which have positive outcomes promoting active participation and involvement in care decision making.
- To ensure that we are "fit for purpose" we examine our operations constantly to ensure that we are successfully adhering to our stated Aims and Purposes. We welcome feedback from our Users, their friends, relatives and stakeholders.
- To work towards the comprehensive welfare of the Customers we serve, we aim to provide for each Customer a care package that contributes to his or her overall personal, health, social needs and preferences. We will co-operate with other Services and Healthcare Professionals to help maximise independence and to ensure where practicable with the Person maximum participation in their community, where appropriate.
- To ensure we can meet assessed needs, prior to Service commencement, we ensure that the Customer's Health & Social needs and preferences are thoroughly assessed. We endeavour to ensure that as a care agency we provide services which meet the assessed needs of each Customer that needs are re-assessed as frequently as necessary and that the care and support provided has the flexibility to respond to changing needs or requirements.
- The Customer will be supported to understand and be in agreement with the care management decision, and informed consent will be obtained prior to all care undertaken.
- To demonstrate commitment to provide quality services, and continuous improvement in the level of care we offer.
- To employ a quality workforce who demonstrate professional and ethical behaviours. Our Domiciliary Manager and Care staff are compliant with industry standards and requirements set by the National Training Organisations.
- To have robust governance arrangements and supervision measures in place for all care staff. Staff are required to demonstrate achievement of the required competencies and standards which include mandatory elements i.e. infection control, basic life support, safeguarding and role specific development. Annual updates and validation contribute towards continuous professional development (CPD) via our Company process of People Learning Continuously (PLC), and ongoing performance review and appraisal will monitor skills, competencies, capabilities and achievement of key performance indicators.
- All care staff will be compliant with Inspired Care Limited Policies and Procedures, appropriate Local and National requirements and recommendations for Domiciliary Care delivery.
- Clear procedures will highlight the process for urgent follow up by an appropriate Healthcare Professional if deemed clinically necessary.

## **Services and Facilities We Offer:**

Our services are designed to give the help and support you may need to:

- Remain in your own home
- Maintain your independence and quality of life providing care within your own home environment for convalescence and rehabilitation following periods of hospitalisation
- Reduce inappropriate admissions and unnecessary visits to hospital by providing care within your own home
- To readily respond during periods of crisis
- To support and manage care for people with complex and long term conditions
- To manage end of life care in accordance with personal choice and wishes to maintain comfort and dignity for the Person who wishes to be cared for at home

## ***Areas of Care and Support we can provide:***

- ***Health Care:*** Work in collaboration with the Customer's Healthcare professional in the management of their health care needs.
- ***Personal Care:*** includes, dressing/undressing, personal hygiene – bathing, washing, shaving, toileting support, getting up, going to bed, nutritional needs and hydration, monitoring of vital signs and activities of daily living.
- ***Other Support:*** Includes relief/respice holiday support, emergency care, convalescence, rehabilitation.

Inspired Care is a Limited company which provides highly trained, experienced Care Assistants to Customers who due to illness, frailty or choice need support in their own home, regardless of their gender identity, race / ethnicity, disability, sexual orientation, age and religious beliefs.

***Our Vision Is:***

*“To be a pivotal part of the Customer s life to ensure they are empowered to live the life they choose”*

*“To approach all the care and support we offer to our Customers in an innovative way, so they can live in the place of their choice, ensuring respect, choice and safety; and this individual approach is our commitment to them.”*

***Our Mission Is:***

*“To recruit and retain our staff, to provide the best possible support to the Customers we serve, in order that they are supported in a person centred way, regardless of their condition, disability, age or prognosis”*

***Company Values:***

*“We value the Customers we serve and the Staff who make the service possible”*

***Our Work Ethics Are:***

*To enhance and maintain the quality of life to the Customers we serve*

*Mutual respect at all times for ALL*

*Non-judgemental approach embracing the diversity of staff, Customers and Stakeholders*

*To respect the Customer’s choices and risk taking to live the life they choose to live*

*To respect the Customer’s right to privacy and confidentiality*

*To empower the Customer to be as independent as possible*

*To adhere to the highest possible Health & Safety Standards*

*To welcome feedback to ensure we are continually improving the service we provide*

*To never discriminate against race, gender, disability, sexual orientation, age or religion*

*Flexibility in approach and attitude to aid problem solving and aid mutual respect and trust*

All Inspired Care Limited staff are solely employed by the Company and only focus on providing a Person Centred service to each Customer we serve. Each member of staff is trained to the National Standards as laid out by the Care Quality Commission. Cost is not compromised in delivering our professional service which enables us to employ, retain and motivate the best people to a reliable, flexible, tailor made services seven day a week.

## ***Terms and Conditions of Service Provision***

The Terms and Conditions stated below are those upon which you accept the services agreed with Inspired Care Limited.

## ***Termination, Temporary Suspension or Cancellation of Services***

Termination of services will be subject to the Continuing Health Care Terms and Conditions if your service is commissioned by them, but in all other instances, Inspired Care Limited may terminate any services under the following circumstances:

- Non payment of invoices
- Abusive behaviour
- Health & Safety of our Staff and/or the Person
- Where Inspired Care Limited's capabilities are inappropriate for the level of care and support required.

The Customer or Inspired Care Limited may temporarily suspend services or cancel services under the following circumstances:

- Non payment of invoices
- Abusive behaviour
- Health & Safety of Staff and Services Users
- Where Inspired Care Limited capabilities are inappropriate for the level of care and support required.

## ***Fees***

If you are a Health funded Customer fees for Inspired Care Limited Services are agreed with and paid by the Continuing Health Care Finance department, in line with their charging and payment policy. If you are private paying Customer fees are agreed with Inspired Care Limited and are paid direct by you personally to Inspired Care Limited in line with agreed Terms and Conditions of business.

## ***Invoicing***

If you are private paying Customer, invoicing will be administered directly to you for Inspired Care Limited Services, and are paid directly by you to Inspired Care Limited, in line with agreed Terms and Conditions of business.

## ***Limitation of Liability***

Inspired Care Limited limits liability in respect of death and injury, caused by negligence of Inspired Care Limited.

Any claim you wish to make in respect of the provision of Services should be notified to Tracy Nottley or Andrea Fox within seven days of the date upon which the claim arises, in line with Inspired Care Limited complaints procedure.



## ***Services / Contact Numbers and Hours of Operation:***

### **Head Office-**

Monday to Friday: 9.00 am – 5.00pm Telephone Number: **0191 3385900**

**Out of hours** - Monday to Friday: 5.00pm – 9.00am - Telephone Number: **0191 3385900**

**Out of hours** - Saturday and Sunday - Telephone Number: **0191 3385900**

## ***Inspired Care Limited's Responsibilities:***

- Inspired Care Limited shall perform the Service in accordance with the terms agreed with you
- Inspired Care Limited shall provide such Services as are described, as agreed by you, and your Case Manager, where applicable.
- Inspired Care Limited shall reasonably endeavour to ensure that the standards laid out by the Care Quality Commission are achieved.
- Inspired Care Limited shall insure itself for Professional Indemnity, Public Liability and Employer's Liability to the level required.

## ***Customer's Responsibilities:***

- The Customer and, or, their Representative shall indemnify Inspired Care Limited against loss, theft or damage of personal effects within their home.
- The Customer shall pay for Services provided
- The Customer should ensure so far as is reasonable the Health and Safety of their staff team whilst within their home and indemnify Inspired Care Limited against claims where reasonable steps have not been taken.
- The Customer (in case where support is arranged and agreed by a third party this responsibility will be transferred to them) is responsible for providing Inspired Care Limited with true and accurate information relating to their care plans and risk assessments.
- Breach of terms may result in immediate termination of services through Inspired Care Limited.
- Provide a smoke free environment for their staff to work within.

## ***Supplies and Equipment***

Inspired Care Limited will supply personal protective clothing i.e. disposable gloves and plastic aprons and Spillage kits to all Care Assistants. Disposal of clinical waste, sharps and medicines will be in line with environmental regulations and requirements.

## ***Sickness and Holidays***

In the event of a staff member becoming sick or absent due to holidays, Inspired Care Limited will provide another member of staff to cover the required service and the Customer will be notified of any such changes where ever practicable , with as much notice as possible. The additional staff member will be, where practicable, familiar to the Customer, however this cannot be guaranteed. The Customer has the right to refuse alternative cover.

## ***Entering or Leaving the Home***

Inspired Care Limited is unable to hold keys to Customer home properties.

Sharing of information regarding entry and security methods of entry for staff such as Key code entry are given on a "need to Know" basis and all information pertaining to this are held and processed in accordance with confidentiality and Data Protection legislation within records held by Inspired Care Ltd.

## ***Users of Service Satisfaction Questionnaire and Feedback***

Each Customer will be provided with a Satisfaction Questionnaire. The questionnaire should be completed on an annual basis by the Customer or significant others. The purpose of this questionnaire is to provide the opportunity to formally express views about the service, and for Inspired Care Limited to use the feedback to improve the Service provision. Other feedback can be provided directly to Inspired Care Limited by telephone or through the formal Complaint/Compliments procedure included within this document.

## ***Changes to Service Provision***

Where a Customer requires a change in time of a call or service, Inspired Care Limited require, not less than 7 days' notice of that change. Where less than seven days' notice has been provided, Inspired Care Limited will not guarantee that changes will be accommodated as required.

## ***Complaints and Compliments***

Should a Customer not be satisfied with the service provided they should contact Inspired Care Limited Head Office immediately?

To ensure that the service we provide matches the needs and expectations of the Customer we welcome any comments and feedback.

All Customers we support are entitled to make a complaint or to make a compliment at any time. If you wish to complain or compliment the service from Inspired Care Limited, or a staff member, the complaints procedure can be found within each Care Plan which is retained in each Customer's own home.

Complaints and Compliments can be made via telephone to Inspired Care Limited on:

**0191 3385900**

Or in writing to: **Inspired Care Limited Azure Business Centre, 1-3 High Street, Newburn, NE15 8LN**

## ***Key Procedures and Requirements***

The following section outlines some of Inspired Care Limited's key Policies, Procedures and requirements in delivering our service. Full outlines of any of these Policies, Procedures or requirements are contained at Inspired Care Limited Office and can be supplied to the Customer on request.

### ***Identity Cards***

Each member of staff is issued with an identity card on joining Inspired Care Limited. The card will be carried with the staff member at all times and should be presented before entering any premises.

### ***Health and Safety Policy***

Inspired Care Limited acknowledges and accepts its statutory responsibilities for securing the Health, Safety and Welfare of all its Employees, Customers we serve, contractors working on the premises over which it has control over, visiting members of public and all others affected by their activities.

Inspired Care Limited will provide and maintain safe healthy working conditions, in particular ensuring, as far as reasonably practicable that:

- The premises and equipment are kept in a clean and safe condition
- The Customer we serve is made aware of any safety issues that need addressing within their home
- Working practices are safe
- Everyone receives information, training and supervision in how to carry out their work with regard to their own and others safety
- Contractors and visitors are made aware of the procedures and rules in place to safeguard Health & Safety
- Safety factors are given important consideration when any changes are made to operation or when new equipment is specified and installed.

Inspired Care Limited will encourage everyone to be actively involved in maintaining the safest possible operating conditions and practices.

Inspired Care Limited will carry out regular review of this policy to ensure that the highest possible standards to Health & Safety are maintained.

### ***The specific factors of any Health & Safety review will include:***

- Fire Safety
- Work Equipment Safety
- Electrical Safety
- Gas Safety
- Hazardous Substances
- Violent and Aggressive Behaviour
- Infection Control
- Water Safety
- Safety Around the House
- Food Hygiene
- Hand Hygiene
- Legionella's
- Moving and Handling
- Safeguarding Vulnerable Adults
- Medicines Management
- Basic Life Support / First Aid

- Personal safety – lone working
- Deprivation of Liberties
- Mental Capacity

If concerned about Health & Safety factors within your home contact Inspired Care Limited on: **0191 3385900**

### ***Care Plan***

A Care Plan will be completed with each Customer and a copy will be kept in an individual file within the Person's home. The Care plan will be formulated in partnership with the Customer to ensure that service provided by Inspired Care Limited is person centred and is empowering the Customers we serve to live the life they choose to live, with full consultation and transparency of actions.

This Care Plan will be reviewed on a regular basis by Inspired Care Limited to ensure the service provided is continually meeting the Customer's requirements and assessed needs. A formal review will take place with the funding authority periodically.

### ***Timing of Calls***

The days and times will be agreed with the Customer directly and in partnership with the funding authority where applicable. Inspired Care Limited will program the days and time of visits into their Employees' daily working plan. If a Customer is unsure of the days and times they can contact Inspired Care Limited will endeavour to keep to the agreed times contained in the care plan.

Each Customer receives a weekly rota of hours of provision 1 x weekly, for the following week, and identified staff members in attendance during these scheduled visits.

### ***Duration of Calls***

It is the responsibility of our Care Assistants to complete all the tasks within the Care Plan within the time allocated.

### ***The Customer's File***

All users of our services will be provided with a Care Plan which will be kept in their own home.

The Care Plan file will contain information on:

- Communication sheet
- Health & Safety assessments
- Individual Risk Assessments
- Care Plan
- Accidents and Incidents Record Sheet
- Daily Recording Sheet
- Complaint Procedure
- Statement of Purpose
- Medication Recording Sheet ( separate Medication document )
- Important Contact Details
- Professional Healthcare visits and guidance and instruction
- Environmental risk assessment and visual inspection report
- All daily living support and nurse delegated task reports ( separate document )

All relevant information will be kept within the file and the Customer can access it as often as they wish. The Customer has the right to access their personal information kept within Inspired Care Office. However, third party information from outside Inspired Care Limited is only available with written consent of the original provider of that information. When a Service ends the file should be returned to Inspired Care Limited at the address detailed within the file.

### ***Temporary Absence or Cancellation of Service***

A Customer should inform Inspired Care Limited if they know they are not going to be in for their call or if they are going to be away for a number of days by calling Inspired Care Limited: **0191 3385900**

### ***Entry to a Customer's Home***

Our Staff are not permitted to enter a home if the Customer is not there. The Customer will be asked how they would like our staff to enter their home. Our Staff will agree with the Customer on how they wish to be addressed and this will also be detailed in their Care Plan.

### ***Cross Gender Care***

As an equal rights employer, Inspired Care Limited employs both male and female Care Staff. If a Customer has a preference for the gender of their staff team this will be recorded in their Care Plan.

### ***Emergency Procedures***

Our staff have been trained and carry details of their emergency procedures within their company handbook to include:

- Fire precaution
- Water leak or flood
- Gas and fumes
- Electricity
- Personal Emergency and First Aid, Basic Life Support
- Breach of security

### ***Professional Boundaries***

Inspired Care Limited Employees are to support the Customer to maintain their identity and individuality as possible and are not allowed to:

- Spend any part of their own time on gardening, decorating, cleaning cars or in work for able bodied relatives or lodgers.
- Enter into any type of private or sexual relationship with any Customer we support.
- Undertake any support for the Customer which is outside the Care Plan or services agreed between the Customer, Commissioner and Inspired Care Limited.
- Undertake any private support for the Customer which is outside normal allocated hours.
- Undertake any private work for the Customer in their own home e.g. laundry or cooking etc.
- Undertake any work for other members of the Customer's Family or children.

- Take any person who is not an employee of Inspired Care Limited into a Customer's home or ask /authorise any person who is not an employee of Inspired Care Limited to undertake any work or support to the Customer.
- Undertake any task that may result in personal injury e.g. unsafe lifting or moving of object.

### ***Risk Assessment***

To comply with Health & Safety legislation it will be necessary to carry out a risk assessment which will be reviewed at least 12 weekly, including environmental and work related , delegated , personal tasks on behalf and with the consent of the Customer ( not always applicable ) . If as a result of any review specialist equipment is provided this must be used at all times.

### ***Gifts, Gratuities or Rewards***

Employees are not generally permitted to accept gifts, gratuities or rewards from the Customers we serve or their relatives. Any offer of such items must be reported to Line Management of Inspired Care Ltd. As in exceptional circumstances or times (seasonal festivals) small gifts (Under £10.00) may be accepted with the express knowledge and permission of Inspired Care Ltd. Management team. (These items are entered within Company records to promote transparency and discourage appropriation of items from vulnerable groups).

### ***Confidentiality and Security of Information***

Inspired Care Limited shall not directly or indirectly disclose to any unauthorised person any knowledge or information relating to the Business and that has not agreed with the Customer. If Inspired Care Limited is concerned with the health of a Customer, or needs to liaise with a colleague to ensure care is adequate, relevant and consistent they may discuss the Customer's circumstances or any information contained in the Personal Support Plan internally in private, with Case Manager or with a Doctor, Nurse or family member.

Any staff acting outside the Confidentiality policy will be subject to Inspired Care Limited Disciplinary procedure.

### ***Inspired Care Limited will ensure all personal information is:***

- Compliant with Confidentiality and Data Protection (Legislative and Company requirements)
- Obtained and processed, fairly and lawfully
- Held only for specific and lawful purpose and not processed in any matter incompatible with those purposes.
- Relevant, adequate and not excessive for those purposes
- Accurate and where necessary kept up to date
- Not kept for longer than necessary
- Processed in accordance with your rights
- Secure
- Not transferred outside of the United Kingdom

### ***A Customer Has The Right to:***

- Be informed upon request of all the information held about them by Inspired Care Limited
- The removal or correction of any inaccurate data about you

## ***Handling Customer's Money***

Staff members of Inspired Care Ltd. are not permitted to undertake the handling of any Customer's financial support without it being assessed and agreed as required and appropriate within their Care plan records.

Anyone, who as part of their role, is required to handle Customer's money will be responsible for accounting for all transactions relating to its use. Failure to do so may result in Disciplinary action, Dismissal and or Police action.

Details of monies given to an Employee must be entered onto a Company supplied and authorised "Financial Transaction Record Form" and signed by the Customer (or other authorised party if lacking capacity etc.) as correct. Receipts must be obtained for all transactions and kept with the "Financial Transaction Record Form" and passed immediately back to the Customer, and the Customer (or other authorised party if lacking capacity etc.) should then sign the "Financial Transaction Record Form" to confirm the transaction has been completed to their satisfaction.

Employees are not permitted to hold personal data for Bank Card pin numbers.

Employees are permitted to support the Customer to the Post Office to collect their monies, but cannot be privy to personal bank pin numbers for this purpose.

Under no circumstances should items be bought from or sold to the Person. Money should never be lent or borrowed from the People we provide support to. Failure to adhere to these rules will result in Disciplinary action.

Employees are not permitted to accrue loyalty points on personal cards whilst carrying out shopping task for the Person.

Employees are not permitted to take gifts on buy one get one free offers in supermarkets from Customers, or benefit in any way from any other "loyalty/ store " promotional events.

## ***Witnessing Wills or Legal Documents***

Anyone employed by Inspired Care Limited will not be permitted to be a witness or beneficiary of Customer's Will and Testament. Should they become aware that they are a beneficiary of a will they must notify the Inspired Care immediately. If it is decided that they will remain a beneficiary they will have to relinquish their role with Inspired Care Limited. Anyone employed by Inspired Care Limited will not be permitted to sign or witness any legal document. If they decide to do so they must inform Inspired care Limited immediately and relinquish their role with Inspired Care Limited.

## ***Safeguarding***

It is recognised that Adults especially older people, may be highly susceptible to potential or actual abuse. They could be abused by someone they know – a member of the family or a friend who is looking after them, someone who works in their home, or by a stranger who calls at their home.

Inspired Care Limited embraces Social Services Inter-Agency Procedures and Guidelines for responding to the Abuse of Vulnerable Adults and department of Health guidance "No Secrets".

The abuse may take different forms, the most common of which are detailed below. It is important to remember that abuse may not be obvious; it can happen initially by accident and build up over time.

If a Customer feels they have been affected by any of the issues below they should contact Inspired Care Limited immediately.

**Physical Abuse** - Attacks on the Customer, which might be anything from rough handling leading to bruising through to injury, which might end up in admission to hospital.

**Psychological Abuse** - Abusive comments, bullying “putting down” or insults that make the Customer feel worthless and useless.

**Sexual Abuse** - Anything from unwanted touching and personal contact through to rape.

**Financial Abuse** - Putting a Customer under pressure to leave money, property etc in their will to someone they would not otherwise have left it to. Also pressuring them to pay for things they would not otherwise choose to pay for.

***This can include:***

- Stealing money – including not giving the right change
- Talking about personal financial problems so that the Customer feels they must help out or leave money in their will
- Keeping control over the Customer’s cheque book, cash card so they do not have control over their own money.
- Getting them to sign agreements to pay for something they don’t need.
- Persuading the Customer not to buy or do something that they want to do, so that the inheritance is not reduced in any way.

**Neglect** – The Customer is not eating properly, or is unable to wash or bathe, is left soiled if incontinent, not stimulated or is ignored.

**Discrimination** - Where a Customer or group are treated less favourably than you would treat another person based on their colour, sex, age, disability, sexual orientation, religion or status etc.

**Useful Contacts:**

Care Quality Commission  
CQC  
Gallowgate  
Newcastle  
NE1 4PA

Telephone: 03000 616161

Head Office Care Quality Commission  
33 Greycourt Street  
London  
SW1P 2QF  
Telephone: 020 7979 2000

Fax: 02079792111

Email: [enquiries@cdc.gov.uk](mailto:enquiries@cdc.gov.uk)

Inspired Care Ltd  
Azure Business Centre  
1 – 3 High Street  
Newburn  
NE15 8LN



## **Contact Numbers and Hours of Operation**

Head Office Hours Monday to Friday: 9.00 am – 5.00pm **Tel. Number: 0191 3385900**

Out of hours Monday to Friday: 5.00pm – 9.00am **Tel. Number: 0191 3385900**

## **Outline Process for Delivery of Care and Support for New Customers**

Initial instruction to provide the service is received from Continuing Health Care, who will provide a Care Needs Assessment to Inspired Care Limited, or directly to Inspired Care Limited if a private enquiry.

Inspired Care Limited operates a self assessment in addition to the Care Needs Assessment to enable a person centred care plan to be formulated to ensure personalisation for each Customer we provide support to.

When a service is provided at short notice or in crisis, and a Care Needs Assessment has not been undertaken, Inspired Care Limited will undertake an initial contact assessment. Within three days of supplying the service a comprehensive assessment will be completed in partnership with the Customer and significant others to enable a person centred care plan to be formulated to ensure personalisation for each Customer we provide support to.

A Care Plan is developed through our Person Centred Planned approach, risk assessments and Health & Safety assessment of the home. On agreement with the Customer two copies are made and signed by the Customer. One copy is retained by the Customer in their personal file and one copy is held at Inspired Care Limited Head Office.

## **Inspired Care Limited- Quality Assurance Process**

Inspired Care Limited operates an effective system for quality assurance based on the outcomes achieved by the Customer we support, in which standards and indicators to be achieved are clearly defined and monitored on a continuous basis by our care staff.

This includes:

- ✓ Periodic visit to all Customer's homes is undertaken by the Registered Manager or nominated person to review Service provisions and to monitor employees performance
- ✓ Supervision meetings are held with each employee six times per year.
- ✓ An annual survey of people we serve, their relatives or representative where appropriate to obtain their views and opinions of the service.
- ✓ Regular check made on time sheets and the Customers we support documentation
- ✓ Monthly internal audit of service provision
- ✓ Employees know the standards of service they are required to provide and are monitored to meet the standards on a continuous basis
- ✓ The outcome from the Quality Assurance process will be published annually.
- ✓ Quarterly Quality Assurance meetings to ensure continuous quality improvements
- ✓ Standards and Quality Assurance processes will be reviewed and revised regularly to ensure continuous quality improvements.

## **Inspired Care LTD - Limited Insurance Cover**

- **Professional Indemnity**
- **Employers Liability**

- **Public Liability**

Further details of insurance cover can be obtained upon request by calling: **0191 3385900**

***Name & Address of Registered Provider:***

Inspired Care Ltd  
Azure Business Centre  
1 – 3 High Street  
Newburn  
NE15 8LN

**Making a Complaint**

Inspired Care Limited firmly believes in the need to have robust systems in place for ensuring that the Customers to whom we provide a service, are offered the highest level of protection, and that they can easily express their views as to any aspect of the quality of service they receive. An effective complaints procedure is an essential part of this. This procedure describes the actions that are taken when a complaint is received from any source regarding any of the services provided by Inspired Care Limited. It is intended to ensure that Inspired Care Limited is sensitive to the views of the Customers we support and takes appropriate action to investigate dissatisfaction and acts on the results to improve its quality of service.

**Defining and Categorising Complaints**

A complaint is a written or oral expression of dissatisfaction or disquiet in relation to any aspect of the service.

**Making a Complaint**

**Who can complain?**

- Any Customer receiving a service from Inspired Care Limited
- Family, Friend of the Customer being supported by Inspired Care Limited
- Any other person who has a significant interest in the Customer being supported by Inspired Care Limited and his or her welfare.
- Any other person on whom Inspired Care Limited services has an impact.
- Professional involved in the Customer's support
- Staff member

**Informing The Customer who we Support Of the Complaints Procedure**

Inspired Care Limited's complaints procedure is well publicised to the Customers we support and their family members. We will advise them of their right to make a complaint at the point they start using Inspired Care Limited services. They will be given written information about the complaints procedure, (***The Statement of Purpose, Complaints Form***) and have this procedure fully explained to them by a member of our staff team. Where a member of staff receives a formal complaint from any source, they will again fully explain the complaints procedure to the complainant.

## How to Make a Complaint

A complaint can be made by:-

- Informing any member of staff verbally, or in writing.
- Directly to the Manager of Inspired Care Limited.
- By contacting a Case Manager or, and, Social Worker or any other representative or significant person.
- By contacting any other relevant third party, e.g., Family Member, Advocate.
- By making a complaint directly to Care Quality Commission.

## Investigating and Resolving Formal Complaints

Where a member of staff receives a formal complaint, they are responsible for explaining the complaints procedure to the complainant, recording the complaint in the **Complaint Record** and for notifying the Manager at the earliest opportunity. The Manager is responsible for notifying the Customer's Case Manager and, or, Social Worker about the complaint and for the initial investigation of the complaint, and will attempt to reach a satisfactory resolution within 7 days. Where this is achieved, the **Complaint Record** is completed and signed by the Manager.

If a satisfactory resolution cannot be achieved, the Manager will notify the relevant Senior Manager who then assumes responsibility for further investigating the complaint, with the intent of reaching resolution within 14 days. Where this is achieved, the Senior Manager will notify the Customer who has made the complaint and significant others and any other involved parties of the outcome of their investigation.

Where the complainant remains dissatisfied with the outcome, they are reminded or made aware of their right to pursue the matter through the Care Quality Commission.

## Additional Guidance for Staff

It is recognised that it will usually be possible to resolve many issues satisfactorily without them becoming formal complaints. It is also recognised that staff or carers may experience difficulty in deciding when an unresolved problem becomes an issue for the complaint procedure. The following guidance should be referred to where this is the case:-

- If a problem cannot be resolved within two weeks of it being drawn to the attention of staff, the formal complaint procedure should be implemented.
- If a problem involves any element of abuse, whether physical, emotional, sexual or psychological, the complaint procedure **must** be implemented and implementation of the Safeguarding Policy.
- The complainant may choose to implement the formal complaint procedure **at any time**.
- Where there is any uncertainty, advice should be sought from the Manager.

**Where the complaint is of a serious nature or relates to a Safeguarding, the Manager MUST be contacted immediately. Where appropriate, Safeguarding and, or, Disciplinary procedures will be invoked.**

## Monitoring and Evaluation

The professional implications of all complaints will be considered by the Manager and Senior Manager, who will review and, or, amend current practices where appropriate. They will also monitor and evaluate the nature, frequency, source and resolution of complaints on an annual basis, producing a report detailing

statistics and review of the effectiveness of the procedure, which will be made available to The Care Quality Commission.

## Complaint Form

Name of complainant:

Name of complainant representative (if applicable):

Complainant's contact details:

Complainant's representative contact details (if applicable):

Date of incident or issue :

Details of complaint (continue on a separate sheet if necessary):

Signed:

Print name:

Date:

Received by:

Date: