

# **T.L.C HOME CARE SERVICES**

## **STATEMENT OF PURPOSE**

**(NOTE: ALL T.L.C. HOME CARE SERVICES DOCUMENTATION IS AVAILABLE IN OTHER FORMATS IF REQUIRED)**

### **1. AIMS, OBJECTIVES AND PHILOSOPHY OF CARE**

The aims and objectives of the organization are as follows:

1. To encourage clients or their representatives to participate as fully as possible in formulating their care plans and to provide access to personal files.
2. To enable and support clients to retain their independence of thought and activity.
3. To meet the client's physical, emotional needs and overall well-being in a dignified non-judgemental way.
4. To recognize the client's diversity ensuring religious, cultural, racial and gender identities are respected and to request clients and their carers to respect the rights of staff to the same non-discriminatory approach.
5. To ensure that the forms of communication, language and address used are suitable for the needs of the client.
6. To ensure that the client is always treated with dignity and respect and that they are safeguarded from the risk of abuse.
7. To ensure that all information received in the course of 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.
8. To be respectful of the client's personal privacy and space.
9. To ensure that all health and safety procedures are followed at all times.
10. To ensure that the quality of the service provided is of the highest standards possible and to use appropriate methods to achieve this.
11. 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**

T.L.C. Home Care Services was established to offer the highest standards of personal 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 registration with the Care Quality Commission enables us to provide certain care under the following regulated activities as defined in the Health and Social Care Act 2008 –

- Personal care

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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 (including end of life care)
- 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

- Personal care (such as getting up and putting to bed, personal hygiene).
- Preparing light snacks and meals.
- General help (such as shopping, housework, running errands etc.)
- Sitter services
- Devise and deliver total Care Packages
- Continence care
- Exercise programmes under the instruction of a physiotherapist or occupational therapist.
- Supporting clients with daily living tasks.
- Signposting and assistance with the personalization agenda, "individual budgets" etc.

### Specialist tasks

From time to time care workers may be asked to undertake some tasks, which may be considered to be specialist. These tasks may be undertaken following appropriate risk assessments and only after specific training. The care worker will be trained in the procedure before undertaking the tasks with the person with care needs by a trainer with a relevant qualification, e.g. occupational therapist, speech therapist, or nurse.

Such tasks may include:

- Assisting with artificial feeding
- Changing sterile dressings
- Catheter care – changing bags, monitoring output
- Tracheotomy care – oral suctioning
- Assistance with eye or ear drops
- Ileostomy and colostomy care – changing of bags

Care workers will **not** undertake tasks that require the skills and expertise of clinical professionals. Such tasks include:

- Toe nail cutting
- Ear syringing
- Removing or replacing urinary catheters
- Bowel evacuations
- Bladder washouts
- Injections – involving assembling syringes, administering intravenously, controlled drugs
- Filling of oxygen cylinders
- Lifting from the floor unaided
- Tracheotomy care – changing tubes

T.L.C. Home Care Services does **not** provide nursing care services other than those already referred to.

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### 3. QUALITY ASSURANCE

The service will be audited and evaluated against the Health & Social Care Act 2008 (Regulated Activities) Regulations 2010 and associated outcomes by the Care Quality Commission. TLC Home Care Services is also required to keep the regulator informed of the services it is providing.

T.L.C. Home Care Services current rating is “**Good**” in all areas.

Monitoring visits to clients are arranged by TLC Home Care Services 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. TLC Home Care Services will identify and manage risks to both clients and staff and will seek professional safety advice when required. All clients and their carers will be asked to complete an annual user satisfaction survey which together with advisory reports and information from the Care Quality Commission will be taken into account in order to promote continual service improvement.

Independent monitoring of care quality is carried out separately by Worcestershire County Council with whom TLC Home Care Services is contracted to provide certain services for clients funded by the local authority.

### 4. REGISTERED PROVIDER

- a) Mrs Katrina Lyne Davidson M.H.S.M  
T.L.C Home Care Services  
91 High Street  
Evesham  
Worcs  
WR11 4DN

- b) Qualifications & Experience – Mrs Davidson completed a 2 year NHS Training Programme as a Hospital Administrator. She gained the Institute of Health Service Administration qualification in 1974.

She worked in a variety of senior management positions in the NHS until the birth of her son in 1982. After a short break, in December 1985, with her husband (also an experienced and qualified hospital administrator) she opened her first nursing home for older clients. Her second nursing home was opened in 1987.

She began T.L.C Home Care Services in April 2001 and this is now her sole business.

### 5. STAFF QUALIFICATIONS

TLC Home Care Services places prime importance on employing staff that are fit for the job, have appropriate qualifications, skills and experience to ensure the health and welfare needs of clients are met. Staff are required to have a full and satisfactory CRB check. They may only commence employment following receipt of a satisfactory Criminal Records Bureau check. TLC also ensures that all staff are properly trained, and 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.

The agency holds the Investors in People Award since 2014.

## **T.L.C HOME CARE SERVICES**

T.L.C. Home Care Services employs Samantha Gould as Business Development and General Manager. Ms Gould holds a Masters Degree in Psychology and has a wide range of experience working within Social Services Departments and the NHS as a Senior Projects Manager. Ms. Gould also holds the Registered Manager Award.

T.L.C. Home Care Services employs Stella Flanders as Assistant Manager with special responsibility for training. Ms Flanders trained as a nurse and has worked for the Davidson family first in their nursing home and latterly with the agency. Ms. Flanders holds the Registered Manager Award and the PTLS qualification in teaching.

T.L.C Home Care Services employs Anna Jelfs as Assistant Manager in a general manager capacity. Mrs. Jelfs started with the agency as a p/t Home Care Assistant and over the years has built up her knowledge, experience and qualifications to enable her to hold her current post. She holds the Registered Manager Award.

After undergoing a rigorous selection process, including an interview, reference and police checks, all staff receive a two week induction and training programme. All staff are required to complete the National Care Certificate. Regular updating of training takes place, together with specialist training on particular topics or types of client e.g. food hygiene or those clients suffering from Alzheimer's disease. Additionally, over a 2 year period, staff, receive training to NVQ II/III standard or equivalent.

### **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 representative on his 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.

### **7. LOCAL ADVOCACY SERVICES**

TLC Home Care Services will make clients aware of local advocacy and other relevant services available to particular client groups. The services of the Evesham and Pershore Volunteer Centres will be promoted as well as other applicable agencies.

### **8. SAFEGUARDING**

TLC Home Care Services will supply clients with a copy of the organization's Safeguarding Policy.

### **9. INSURANCE**

T.L.C Home Care Services is currently insured with Aviva Insurance Ltd.

Dated: April 2003

Review Dates: October 2013/Reviewed and revised April 2015

Reviewed and revised October 2018