



STATEMENT OF PURPOSE

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Introduction

ZIA CARE LTD offers a wealth of personal and functional care and associated domestic services to meet the needs of dependent clients (“Service Users”); these may include older people, those with a disability and people who need assistance due to illness to continue living in their own homes and community. This will be achieved by promoting a standard of excellence which embraces fundamental principles of good care practice that is witnessed and evaluated through the practice, conduct and control of quality care in the domestic environment.

Care is provided in partnership with service users, their carers and relatives, respecting their diverse needs, preferences and choices. It is standard practice for a member of our management team to visit each service user before commencing the service to be able to understand the individual situation and then provide the most suitable package accordingly.

The Aims and Objectives of the Company

Person centred care forms the core of the service we provide here at ZIA CARE Ltd and our staff are committed to meeting our aims and objectives:

- To deliver a service of the highest quality that will improve and sustain the client's overall quality of life.
- To ensure that the service is delivered flexibly, attentively and in a non-discriminatory fashion, while respecting client's right to independence, privacy, dignity, fulfilment, and the rights to make informed choices.
- To ensure that client's needs and values are respected in matters of religion, culture, race or ethnic origin, sexuality and sexual orientation, political affiliation, marital status, parenthood and disabilities or impairments.
- To match the nominated Care Worker as closely as possible with the client, and respecting the need to change the Care Worker in the event of subsequent non - compatibility.
- To manage the Care Service efficiently and effectively to make best use of resources and to maximise value for money for the Purchaser / Service User.
- To involve service users and carers in the provisions, management and development of services, which will be monitored regularly as part of the quality assurance framework ensuring that the service is run in the best interests of our service users.
- To ensure that all service users are aware of the procedures of making compliments, comments and complaints.

The Nature of Services Provided

Our service users are:

Adults 18 – 65 years, Adults 65+ years and people with disability

At ZIA CARE LTD we have trained staff who meet service users, prior to commencing service, to agree the care needs requirements of service users and assess each individual before service is offered including aspects such as when the service will begin and the times, frequency and duration of care to be provided.

The carers that ZIA CARE LTD employs are trained in accordance with Skills for Care Common induction as well as bespoke training tailored to meet the specific needs of their client group. Furthermore, they are supervised and supported to provide a quality service to a wide range of people who need care and support whilst living in their own homes, ensuring:

- Service users feel that they are treated with respect and valued as a person, and their right to privacy is upheld.
- Service users are assisted to make their own decisions and control their own lives and are supported in maintaining their independence.
- All service users are treated equally and are protected against any form of discrimination.

A Service user's care plan is produced through consultation with each care user, their families and authorized persons and will include information about the clients care needs, wishes, preferences and personal goals.

Key personal and care support is provided with:

- Dressing and undressing
- Bathing, washing, shaving and oral hygiene
- Toilet and continence requirements
- Manual handling
- Eating and meals
- Shopping

Service provision is based on operational values and principles of care.

Values and Principles of Care

ZIA CARE Ltd believes that, for services to be effective, they should be based on sound values and principles and an understanding of the fundamental and individual needs of service users. The Service Values are as follows:

Privacy

The right of individuals to be left alone or undisturbed and free from intrusion or public attention into their affairs. This is taken into account in the formulation of Care Plans, and will only be overridden in exceptional circumstances, and with the knowledge of the service user or their advocate.

Confidentiality

Service user confidentiality is always maintained. On occasion, it will be necessary, for the benefit of the service user or others to share personal information with either other professionals or organisations. Where possible, service users are consulted, and their views taken into account.

Dignity

All individuals, whatever their circumstances, have the right to be treated with dignity and respect.

Communication

Service users have the right to be heard and to be fully informed on all aspects of their care. Methods of communication are appropriate to the particular abilities and experiences of each individual, and are tailored to each particular set of circumstances.

Independence

Service users are enabled to act independently. Services are aimed at maximising the individual's capacity for self-care and mobility.

Risk Taking

All service users are entitled to make decisions about their daily lives and activities. This may, from time to time, result in a conflict between ensuring safety and maximising independence. Service users will be supported in their decisions to take reasonable risks.

Fulfillment

Every individual, whatever their circumstances, has the potential for development, and the right to hold personal aspirations. Within the boundaries set by legislation and professional social work ethics, service users are encouraged in achieving their personal goals.

Rights

The rights of citizenship are safeguarded for all service users. Work should be conducted in a manner that facilitates empowerment and makes appropriate use of advocacy.

Responsibilities

Service users are expected to accept appropriate responsibilities, taking into account their particular abilities and circumstances. These may include having due regard for others, for property or for participation in Care Plans.

Choice

Services are designed to be accessible and flexible, promoting ordinary lifestyles and based upon service user's own choices. Individual choice is promoted, within the limits imposed by service constraints.

Carer Support

The value of the contribution of carer and family support is fully recognised. The needs of carers providing, or intending to provide, regular or substantial care is, where requested, assessed independently of the needs of the service user. The outcome of the assessment is taken into account when agreeing Care Plans.

Corporate Statement of Good Practice

The philosophy of the Company is to reflect and promote values that focus upon the individual client or Service User as being at the centre of Care Service planning and Service delivery. To help achieve this, the Company has drawn upon the fundamental Core Values of Care to develop the following Service Values which will form the basis for considering the provision of an individual Care Service:

- Autonomy and independence of personal decision-making, including the assumption of risks as well as responsibilities associated with citizenship.
- Choice of occupational activities, lifestyle, and the best way to maintain independence, including the opportunity to select independently from a range of options.
- Respect for the intrinsic worth, dignity and individuality of the person and his / her racial and ethnic identity and cultural heritage.
- Participation and integration in society, and in the development of plans, policies and decisions affecting the individual's life.
- Knowledge about conditions and prospects, options and opportunities, and ways of improving the individual's life.
- Fulfilment of personal aspirations and abilities in all aspects of daily life, including the chance to develop new skills and knowledge.
- Privacy from unnecessary intrusion, and the preservation and safeguarding of confidentiality.

- Equality of opportunity and access to services irrespective of age, race or ethnic origin, creed, colour, religion, political affiliation, disability or impairments, marital status, parenthood, sexual gender or sexual orientation.

The realisation of these values, together with the level of help and support required to achieve personal goals, will be a unique process for each person - every person is an individual. However, the value principles remain constant and will provide a sound foundation for the provision of care to all, regardless of personal circumstances and in accordance with the Company's Equal Opportunities Policy.

Quality Assurance

ZIA CARE LTD is committed to ensuring that services continue to meet the user's needs. Our Quality Assurance starts with the recruitment of the best carers possible and continues with systematic and ongoing monitoring of their performance. Delivering a consistent high-quality service is our priority.

This is achieved through the implementation of a three stage action plan, which will mean obtaining care users feedback at three levels, beginning with the completion of a satisfaction survey, telephone satisfaction survey and face to face interviews with service users or their representative, guaranteeing an in-depth strategy of obtaining care users views and opinions. All service users at the first stage will be asked to complete a user satisfaction survey. Regular audits of minor issues arising in daily care provision and of compliments and complaints received by the company. We also meet regularly with staff to ensure that their views are sought.

The service will be audited and evaluated against the National Minimum Standards, and against our service outcomes.

The Name and Address of the Registered Provider and of any Registered Manager

Single Location Service

Location name. ZIA CARE Ltd

Location address. 36 Ashcroft Square, King Street, Hammersmith, London W6 0YJ

Telephone number for the Location. 0203 488 0098

Email address for the Location. info@ziacare.co.uk

Description of location: Flat

Website: www.ziacare.co.uk

The Responsible individual is Idan Frumence, Registered Manager. Idan can be contacted during office hours at the above address.

The Relevant Qualifications and Experience of the Registered Provider and any Registered Manager

The Responsible individual/Registered Manager is Idan Frumence. I have over 5 years' experience within domiciliary care setting, covering all aspects of care work, business management, recruitment, administration, care management and policies & procedures.

Qualifications and work experience of Responsible Individual: NVQ Level 5 Leadership in Health and Social Care. Idan Frumence have completed the following training courses: Appraisal, Risk Assessment, Adult Safeguarding foundation, Adult Safeguarding – Management Responsibilities, Personal Development, Conflict Management, Medication Management, Recruitment & Selection, Moving & Handling, Health & Safety including Fire.

The Range of Qualifications of the Domiciliary Care Workers Supplied by the Company

- The Company retains a complete record of all qualifications, credentials and experience gained for each staff member, whether full-time or part-time. These records may be found in the Staff Files retained at the Company's offices and are of limited access for reasons of confidentiality and security.

- As a summary, Care Workers are required to have, as a minimum, the following qualifications in order for them to provide care services for clients at their homes:

- Moving & Handling
- Health & Safety
- Basic Food Hygiene
- Basic Infection control
- Abuse Awareness
- Principles of care
- Service user's Needs
- Role of the Care Worker
- Skills for Care Common Induction
- COSH (Controls of substances hazardous to health)
- RIDDOR (Reportable Incidences & Dangerous Occurrences)

- Induction training incorporates shadowing an experienced member of staff, classroom based training , an induction questionnaire in line with the Skills for Care Common Induction standards conducted and assessed by an experienced member of staff. All members of care staff are offered NVQ 2 training after 6 months of employment.

Complaints, Concerns, Comments & Compliments

With respect to Service User feedback concerning the quality of Care Services provided this information is formally reviewed for content and possible action. These reviews classify Service User feedback as follows, and is considered as positive through to negative feedback:

Types of feedback

Compliments - positive input regarding aspects of the Care Service

Comments - still positive, but possible scope for improvement

Concerns - negative feedback where action may be required to address a problem

Complaints - serious concerns on the part of the Service User, requiring formal action as described below:

There is a formal process for the management and handling of complaints from Service Users. This is documented in the complaint's procedure. The Policy provides for appropriate investigation and a timely response to the complainant, and if required the means for the Service User to take the complaint to the appropriate regulatory authorities. This is explained in the Service User Guide and the Service User is also made aware of the right to complain prior to finalising the Care Service Contract.

Complaint Procedure synopses

1. To ensure that the service we provide matches clients' needs and their expectations we welcome any comments they may care to make.
2. As one of our clients you are perfectly entitled to make complaints at any time. If you wish to complain about the service, you receive from us then you should follow the steps below:
3. If possible, the problem should be discussed with the person providing the service
4. If you feel unable to discuss the problem with them or you feel they are unable to solve the problem, then you should contact ZIA CARE LTD 's Registered Manager.
5. If possible, at this stage you should record your complaint in writing and send it to ZIA CARE LTD address to the Registered Manager. You may wish to ask a friend or relative to write out the complaint for you, which if possible, you should sign.
6. If you are not happy about making the complaint yourself and you do not know someone who is prepared to talk to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.
7. If we receive a written complaint it may take a little time to consider it fully but we will write to you within one week to acknowledge receipt of the complaint and to inform you of the steps we are taking to resolve it.
8. If no immediate solution is found we will investigate the complaint fully, contacting those concerned. We will then write to you within a further 3 weeks with details of our findings, any action we have taken, and proposals to resolve your complaint.
9. The Company Director will review all complaints received and the outcomes to ensure that a satisfactory conclusion has been reached.
10. As part of ZIA CARE LTD s quality assurance process all concluded complaints will be followed up/ reviewed within 3 months. The company director will contact the complainant to ensure that they are satisfied with the outcome and services have improved.
11. It is the policy of the Company to strive to ensure that compliments outweigh complaints.
12. The company ensures that its entire staff are highly skilled are trained in identifying abuse situations and providing a service that safeguards protection of vulnerable adults. We employ in-depth polices which all our care workers are aware of and practice and follow the steps to take if they have any concerns regarding possible abuse situations. However, if you are concerned about such a situation your first step is to contact the Registered Manger, who will instigate the company's procedure.
13. If you are dissatisfied with the result of our investigation, what you do next depends on whether your care is being arranged on your behalf by a Social Care Department or is being paid for privately.
14. Where your care is being arranged on your behalf by a Cambridgeshire Social Services department you should contact their Customer Services.

Addresses you may need:

Social Services: 4th floor, Hammersmith Town Hall Extension, King Street, Hammersmith, London W6 9JU.

Phone: on 0800 587 0072 or 020 8753 5339

Email: handfintouch@lbhf.gov.uk

CQC:

Care Quality Commission

Email: enquiries@cqc.org.uk

03000 616161

The Local Government and Social Care Ombudsman

Helpline number is 0300 061 0614

Helpline is open Monday to Friday, between 10am and 4pm

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.

The Advocacy Project

PO Box 58087

LONDON

W10 9EB

Phone: 020 3960 7920

We would also like to hear from you if you are satisfied with the service provided to you by ZIA CARE LTD and would like to share your opinion with us. Please write to either ZIA CARE LTD directly, or Care Quality Commission.

Circumstances resulting in refusal of care

The circumstances in which the agency may cease to provide services to a service user.

There are certain exceptional circumstances in which a service would be withdrawn. These are usually as a consequence of risk to the health and safety of service users and /or care workers.

They include environmental factors where the home is unsafe for staff to work in, where certain infections are present or, where service user behaviour is such that it would be unsafe for staff to work. Domiciliary Care Officers carry out detailed risk assessments of each home to establish whether any measures for staff safety are identified. In exceptional circumstances a meeting would be arranged with all interested parties, issues discussed, actions agreed.

In the event of staff being replaced due to absence, we will ensure that contact is made in the first instance outlining the temporary change in service.

In the event of a permanent change, as a result of a review, an outcome letter will detail these changes to the service User.

Please get in touch with ZIA CARE LTD by calling 0203 488 0098 or using our contact form.



ZIA Care

Care you can trust