

Statement of Purpose

DOMICILIARY CARE

EFFECTIVE 4th January 2013

The A24 Group comprises of **Ambition 24hours Direct, The British Nursing Association, Mayfair Specialist Nurses** and **Grosvenor Nursing**. The A24 Group has many years experience of providing domiciliary care to Service Users requiring healthcare or support in their own home. The A24 Group prides itself on providing a local and informative service to all of its Service Users.

Aims and objections of A24 Group

- *To provide a first class service to Service Users who require domiciliary care on either a short term or longer term basis*
- *to deliver a service that meets the needs of Service Users at all times*
- *to assist Service Users to maintain maximum independence at all times*
- *to provide services to meet the budget and circumstances of the Service User*
- *to support our Service Users and domiciliary care workers, 24 hours a day*

The nature of the services we provide

The agency can provide a range of domiciliary care services to Service Users including personal care. The agency recruits experienced care workers and will ensure that they have the appropriate training and skills necessary to provide the care or services to the Service User. The range of services we can provide are as follows:-

- *Live in care packages as required*
- *Assistance with daily living tasks, such as meal preparation and general assistance*
- *Personal care*
- *Support in the community*
- *Waking night and sleep in packages*

The requirements of Service Users are assessed and the appropriate care is agreed with the Service User and/or their advocates.

The range of skills and training held by domiciliary care workers

The agency recruits care workers with a minimum of 6 months verifiable experience in domiciliary care, the agency verifies this experience by contacting referees and obtaining a detailed reference on each individual. The process of ongoing verification is continued once the care worker is engaged on services, via our processes of feedback once on assignment. Many care workers hold NV2, NVQ3 and NVQ4 qualifications and in the case of care workers that do not currently hold these qualifications the agency encourages and supports them to actively achieve these qualifications in conjunction with The Northern Ireland Social Care Council.

All care workers are required to undergo or provide evidence that they have undergone mandatory annual training in manual handling, CPR, Protection of Vulnerable Adults and Children training, lone worker, food hygiene, medication training, restraint training and handling Service Users' money.

All care packages are assessed individually and where package specific training is required this is carried out prior to the care worker being placed for the first time. We provide domiciliary care services for:-

- Older people
- Children 13-18 years
- Dementia
- Younger adults
- Mental health
- People who misuse drugs and alcohol
- Children 0-3 years
- Physical disability
- Children 4-12 years
- Sensory impairment
- People with an eating disorder

Services are provided via local authorities, independent care providers or directly to patients who are paying for services privately.

Complaint handling and our regulator in England

The domiciliary care services provided by A24 Group are regulated services which are operated in accordance with English legislation and guidelines.

A24 Group has a centralised complaints department which deals with all matters of concern or complaint. The department is focused on resolving issues that may arise on a timely basis and to ensure that appropriate actions are taken to avoid reoccurrence of issues, the department is overseen by the organisations Risk Committee who analyse all complaints received on a weekly basis and review processes to ensure that matters are being dealt with effectively at all times.

- 1. All complaints are formally acknowledged within 5 working days.**
- 2. All efforts are made to resolve the complaint within 15 working days**
- 3. The complainant is kept informed of the process at all times**

Procedures

Complaints may be made by Service Users or by persons acting on their behalf providing they have obtained the Service Users consent. Complainants are encouraged to raise any concerns immediately with us and we have a legal obligation to ensure that any complaint is fully investigated.

Triggers

Complaints may also trigger the need for investigation under child protection or protection of vulnerable adults and the A24 Group will therefore involve the necessary authorities where required.

Contacting our complaints department

Our complaints department can be contacted 9am-5pm Monday-Friday by telephoning: **0871 87 333 85** or via email to: **complaints@a24group.com**

Right of referral to Care Quality Commission

The complainant at any time can refer their complaint to the CQC. The CQC is an independent non-departmental public body. It is charged with overall responsibility for regulating, inspecting and monitoring the standard and quality of health and social services provision provided by independent and statutory bodies in England.

Management of the agency

The Registered Provider

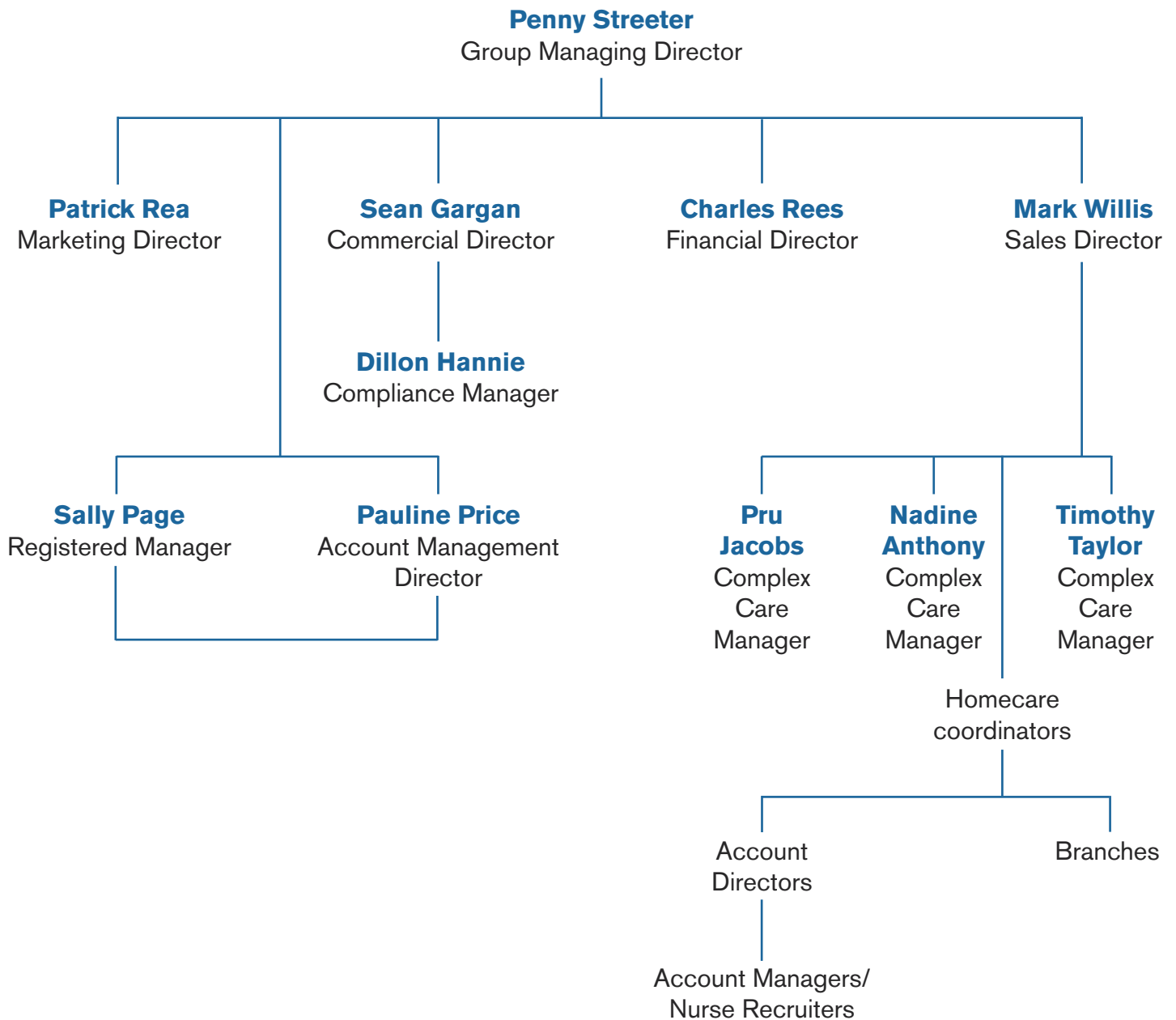
A24 Group,
Head office: 92-96 Lind Road, Sutton, Surrey, England SM1 4PL. Tel: 0871 87 333 44

The Registered Manager

Sally Page qualified as an ENG in December 1986 and as an RGN in September 1992. Post Registration courses gained are ENB 998 Teaching and Assessing, ENB 941 Working with the Older Person, ENB 931 Care of the Dying and their Families. Sally holds City & Guilds 7307-1 teaching qualification and D32 as well as being trained in First Aid at Work (which is updated every three years). In addition to these courses Sally is qualified to deliver Train the Trainer, Moving and Handling courses (updated annually) and she has completed courses in Child Protection and Vulnerable Adults. Sally holds BETEC level 7 advanced professional certificate in Management Studies.

Experience – Sally has been a qualified nurse for over 24 years and has worked in both the NHS and the private sector. For the past 12 years Sally has worked for the A24 Group and has extensive experience in the operation and management of both nursing and domiciliary care agencies.

OPERATIONS FLOW CHART



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