



Domiciliary Care Service: Statement of Purpose

Rose Road Association, Bradbury Centre, Aldermoor Road,
Southampton, SO16 5NA

A Company Limited by Guarantee Number 1366534.
Registered Charity Number 276172.



COMMUNITY OUTREACH: SHORT BREAKS SERVICE

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INTRODUCTION

The Domiciliary Care Service is registered with the Care Quality Commission (CQC) to provide Personal Care, which is a regulated activity. This means that we are required to provide a “Statement of Purpose” to tell people about the service we provide, the people who use our service, the locations from which the service is provided and the Managers responsible for running the service.

1.1 Provider Details

Organisation:	The Rose Road Association Bradbury Centre 300 Aldermoor Road, Southampton, Hampshire, SO16 5NA
CQC provider ID	1-101669075
Responsible body:	The Board of Trustees
Registered Manager	Louise Clarke
Outreach Coordinators	Zoe Harley, Rachel Simpson, Claire Fisher
Nominated Individual:	Juno Hollyhock (Chief Executive)

1.2 AIMS AND OBJECTIVES

The Rose Road Association provides Domiciliary Care in the home for disabled children and adults.

We aim to

- Support and encourage disabled people to:
 - develop confidence and independence
 - achieve personal goals and learn new skills
- Meet the demand and requirements of our funders: Hampshire County Council, Southampton City Council and Portsmouth City Council.
- Give Choice and control to families.

Our objectives are

- To develop care and support plans that are unique to each individual.
- To take a strengths based approach to supporting individuals to achieve their chosen Outcomes.
- To listen and engage children and adults using a range of communication aids, so that we respect their choices and respond to their wishes.
- Recognise that everyone has a right to privacy, dignity, choice and respect.
- Provide opportunities for children, adults and their families to express their views and to influence how the service is run and developed.
- Provide continuity of support through flexible, regular, planned care and emergency support.
- Ensure that staff are highly skilled and trained so that children, adults and their families have confidence in the quality of our care and support
- To continually monitor and audit the quality of the service

1.3 WHO IS THE SERVICE FOR?

The Domiciliary care service is provided to both children and adults with a range of conditions and impairments including:

- Physical Disability
- Sensory impairments
- Learning difficulties
- Autistic spectrum conditions

The service is provided via Community Outreach in Southampton, Portsmouth and the following Hampshire Districts:

- Eastleigh & Winchester
- Test Valley
- The New Forest
- Fareham, Gosport & Havant

Services are commissioned by Southampton City Council, Portsmouth City Council and Hampshire County Council. Services can also be purchased directly using private funds or funds derived from a personal budget.

Support is provided either 1:1 or 2:1 depending on the individual's requirements and is agreed following an assessment. Each individual has a named care co-ordinator and there is an out of hours contact available at all times. The Care coordinator completes a regular review and coordinates with health and social care professionals regarding the care and support required.

1.4 ACTIVITIES

The Domiciliary care service provides personal care within the home to support with morning and evening routines and will support and encourage a person's independence by developing self-care skills.

All children and adults are encouraged to make choices using their preferred method of communication.

1.5 STAFF TRAINING

All Rose Road Association staff receive a comprehensive induction including: Vision and Values and Code of Conduct.

- All of our support workers complete the Care Certificate as required by CQC and mandatory core training which includes Safeguarding, Moving and Handling, Infection prevention and control, First Aid, recording and reporting.
- Additional courses include Food Hygiene, Medication and MARS forms, epilepsy, Peg feeding, MCA/DOLS, Risk Assessment, Positive behaviour management and further courses relating to each individual i.e. we will source the training needed to meet your care requirements.
- All support staff are encouraged to continue to complete further training, including the completion of a Level 3 Diploma in social care. All training is

recorded and regularly monitored to ensure that support staff keep up to date with the latest practice. All care co-ordinators are supported and encouraged to complete a Level 5 Diploma in Leadership and Management and Level 5 Safeguarding.

Continuous Professional Development is reinforced through regular supervision and competency observations.

1.6 MAKING SURE YOU ARE SATISFIED WITH YOUR DOMICILLARY CARE SERVICE

Our policy and practice is to support everyone to take an active part in the development and evaluation of our services. Staff are trained and skilled in communication methods including Makaton and PECs and are experienced to recognise non-verbal cues such as nodding, gestures, smiling, or changes in behaviour that give an indication of a person's view.

Staff make a detailed contact record of the care and support provided as well as any observations or feedback. One copy is kept at the Bradbury Centre and a duplicate copy kept in the home. Any feedback and observations about likes/dislikes and choices are updated in the care plan to reflect any change in requirements.

The Care-Coordinator will conduct a full review of the care and support plan at least annually and will attend regular professional reviews.

During CQC inspections inspectors may ask for permission to meet with children, adults and their family to gain your views on the service. This feedback is included within their Inspection report and used to make improvements to our service.

The Rose Road Association has a Disputes and Complaints Policy and Procedure, and a clear process and protocol for staff to follow. This stipulates the timescale in which specific actions need to be taken. The policy is given to everyone who uses the service, with an easy read version where appropriate. Our *Disputes and Complaints Policy and Procedure* is available on our website www.roseroad.org.uk

All substantial complaints are reported to the relevant commissioner and to CQC where applicable. The Registered Manager and responsible Individual review actions taken in relation to all complaints and disputes on a regular basis in order to identify any trends and address any systemic issues.

We use the information from complaints to make a positive change to policy and practice therefore we welcome feedback of any kind.

We are continually developing ways of involving parents and service users in our decisions. We encourage children, families and staff to feedback compliments as well as concerns in order to recognise and share good practice.

If you have reason to make a complaint or raise a concern, then please contact your Care-Coordinator or the Registered Manager as follows:

Louise Clarke Registered Manager and Deputy CEO
Telephone: 02380 721215
Email: louiseclarke@roseroad.org.uk

Juno Hollyhock Nominated Individual and CEO
Telephone: 02380 721234
Email: junohollyhock@roseroad.org.uk

Address: The Bradbury Centre, 300 Alder Moor Rd,
 Southampton, SO16 5NA

If you have complained to the Association and are dissatisfied with the response, then you can complain to your funding authority. If you are still dissatisfied, you can take your complaint to the Local government Ombudsman at www.lgo.org.uk or call 024 762 0000

At any time, you can tell CQC about your experiences. CQC do not respond to individual complaints however if you are experiencing poor or good care, then you can provide your feedback by telephoning 03000 616161 or comment via their website www.cqc.org.uk/public/sharing-your-experience

Finally, if you have any queries or concerns do not hesitate to get in touch, we welcome contact and discussion with you.