Rose Road Association
Making a positive difference to the lives of young disabled people

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 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	Tina Fullbrook
Service Manager	Zoe Harley
Nominated Individual:	Steve Swift (Chief Executive)

1.2 AIMS AND OBJECTIVES

The Rose Road Association aims to make a positive difference to the lives of young disabled people and provides Domiciliary Care in the home for disabled children and young people.

We aim to

- Support and encourage disabled young 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 plans that are unique to each individual.
- To support the achievement of each individual's personal outcomes.
- To listen and engage with the children and young people, respect their choices and respond to changing requirements.
- Recognise that each child and young person is an individual with the right to privacy, dignity, choice and respect.
- Provide opportunities for families to express their views and to influence how the service is run and developed.
- Provide continuity for families through flexible, regular, planned care and emergency support.
- Ensure that staff are highly skilled and trained so that children, young people and their families have confidence in their skills and quality of care
- To continually monitor and audit the quality of the service

1.3 WHO IS THE SERVICE FOR?

The Domiciliary care service provides for children and young people with a range of conditions and impairments including:

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

The children and young people who use our service are typically aged between 0 and 25 years.

The service is currently provided in the south of Hampshire, Southampton and Portsmouth.

Domiciliary care services are commissioned by Southampton City Council, Portsmouth City Council and Hampshire County Council. Domiciliary care Services are also available to purchase directly by families who are either privately funded or have Direct payments as part of a personal budget.

The level of support is determined following an assessment but is typically 1:1 or 2:1 depending on the individual's requirements. Each individual is allocated a Key Worker who conducts regular reviews with the family.

1.4 ACTIVITIES

The Domiciliary care service provides personal care in the home to support a young person's morning and evening routines and encourage independence through the learning of new skills.

All children and young people 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, Fire Awareness.

- Additional courses include Food Hygiene, Medication and MARS forms, epilepsy, Peg feeding, MCA/DOLS, Risk Assessment, Positive behaviour

management and further courses relating to an individuals specific care requirements.

- All new support staff are required to complete the Care Certificate within 3 months and an NVQ 3 within 18 months of employment unless they have evidence of prior learning or experience. Service supervisors and managers are supported to complete further NVQ qualifications up to NVQ level 5 in Leadership and Management and Level 5 Safeguarding.

Training and personal development is regularly discussed and reviewed during supervision and observation. Additional training can be requested by completing a training request form.

We have in-Service training leads who schedule a programme of training and will alert staff whose training is due to expire. This training is a mixture of face-to-face, and online workbooks.

1.6 MAKING SURE YOU ARE SATISFIED WITH YOUR DOMICILLARY CARE SERVICE

Our policy and practice is to empower children, young people and adults to take an active part in the development and evaluation of our services. We value, respect and listen to our service users. Staff are trained and skilled in communication methods including Makaton and PECs and are trained to recognise non-verbal cues such as nodding, gestures, smiling, or changes in behaviour that give an indication of a child's views.

Staff record any observations or verbal feedback on a contact sheet and a copy is kept at the Bradbury Centre and in the family folder which is kept within the home. Any feedback and observations about likes/dislikes and choices are updated in the care plan.

Your child's keyworker will conduct a full review of the care plan at least annually and will attend service user reviews.

During CQC inspections inspectors may ask for permission to meet with you or your child to gain your views on the service. This feedback is included within their Inspection report and used to make improvements to the 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 will be given to all who use

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 key worker or the Registered Manager:

Tina Fullbrook	Registered Manager and Head of Care
Telephone:	02380 721219
Email:	Tina Fullbrook@roseroad.org.uk
Steve Swift	Nominated Individual and CEO
Telephone:	02380 721234
Email:	steveswift@roseroad.org.uk
Address:	The Bradbury Centre, 300 Aldermoor Rd, Southampton, SO16 5NA

If you have complained to the Association and are dissatisfied with the response, then you can complain to your local authority. If you are still dissatisfied at the response of the local authority then you can contact 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 care, or if you are experiencing good care, then you can provide your feedback via their website www.cqc.org.uk/public/sharing-your-experience
or by telephoning 03000 616161. Further details about the role of CQC can be found in your family folder.

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