

homecare<sup>INC</sup>  
Independent Living



# Statement of Purpose

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## Homecare Background

Homecare is a private provider of services designed to promote independent living, including domiciliary care, support services and accommodation. The agency was founded in 1994 by Mairead and Gerald Mackle, our current directors. Homecare has since developed into one of the leading domiciliary care and support service providers in Ireland. Our commitment to the development of a highly skilled workforce has equipped us with the ability and confidence to meet the needs of our service users. The provision of high quality care is at the heart of our service and this ethos has ensured that Homecare is respected within the community care sector as a progressive and forward thinking company.



## Homecare Values



Our values reflect our commitment to the provision of progressive, person centered care. They are as follows:

- |                         |  |
|-------------------------|--|
| <b>I</b> Integrity      | The ability to do my job reliably and honestly.                              |
| <b>C</b> Commitment     | The ability to do my job with dedication and loyalty.                        |
| <b>A</b> Accountability | The ability to do my job with ownership and responsibility.                  |
| <b>R</b> Respect        | The ability to do my job with dignity and to value everyone I interact with. |
| <b>E</b> Enthusiasm     | The ability to do my job with passion and creativity.                        |

## Registered Person



Mairead Mackle is the Co-Founder, Director and Registered Person for Homecare Independent Living.

She has worked in Health and Social Care since 1990 and has many years experience at director level. Mairead is a qualified podiatrist and has successfully completed NVQ IV (Registered Manager) Health and Social Care.

## Registered Manager

Bryan Meldrum is the Registered Manager of Homecare Independent Living.

He has enjoyed a successful career in Health and Social Care, and most recently acted as Strategic Planning Manager for the London Clinic. He commenced employment with Homecare in September 2007.

The Registered Person and/or Registered Manager can be contacted at:

Callan House  
Hill Street  
Milford  
Co. Armagh  
BT60 3NZ

Phone: 0044 28 37 511 333  
Fax: 0044 28 37 527 705

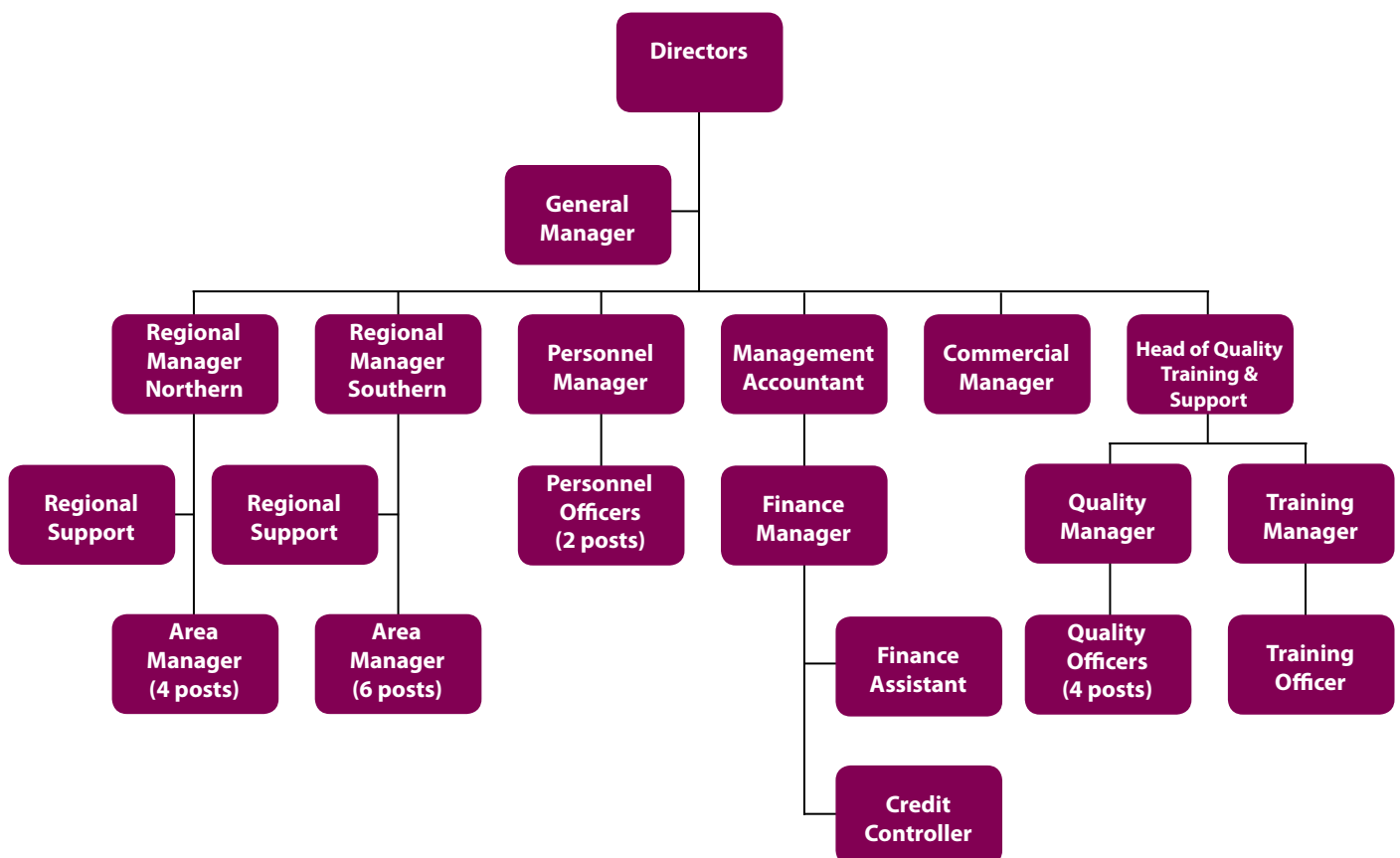


## Arrangements for the Management & Control of Homecare

The overall responsibility for the management and control of the agency lies with the registered provider, Mairead Mackle. The registered manager, Bryan Meldrum, is responsible for the day to day running of the business and is supported in his role through the various colleagues as detailed in the organisational structure.

Homecare have stringent policies and procedures in place to ensure the effective running of the organisation and make sure they are adhering to the legislative and regulatory guidelines. Each employee in Northern Ireland must register with the Northern Ireland Social Care Council (NISCC) and adhere to the code of conduct required of social care workers.

## Organisational Structure



## Mission Statement

Homecare contributes to the development of a caring society by being a leading provider of care and support. Our services have a positive impact on everyone by promoting independent living in the community. Homecare is a strong, independent and viable organisation which provides exceptional opportunities for personal and professional development of staff.

## Aim

Homecare is committed to providing an outstanding quality of care in partnership with our service users, their carers and representatives, and our commissioners. The aim of our service is to enable each service user to continue living independently within their own home.

## Philosophy of Care

We believe that compassion and care for the vulnerable people with whom we work should form the basis of our practice.

Our ongoing philosophy is to provide each service user with a quality service which is tailored to their individual needs and which encourages emotional and social well being. In doing so, our primary goal is to empower service users to gain and maintain as much independence in their lives as possible, to maximise their capacity to make choices and decisions, and to enable them to control their own lives.

We believe that this goal can only be achieved by developing positive and meaningful relationships that respect individuality and diversity, and that respect the whole person.

We honour our service users by placing authority into their hands or into the hands of those closest to them. The basic premise of our service delivery is that each employee has a responsibility to deliver meaningful care and support to our service users. We achieve this through open, respectful and empathetic communications that are sensitive and responsive to individual needs and life stories. In this way the service user is the central focus.



## Objectives

**The key objectives of our service are as follows:**

- To deliver a high quality service that promotes and improves quality of life;
- To deliver a service that is tailored to the needs and aspirations of each service user;
- To respect the service users right to individuality, independence, privacy, and dignity;
- To uphold the service users right to make informed choices and to take risks;
- To ensure that each service users needs and values are respected in matters of religion, culture, race, ethnicity, politics, sexuality and disability or impairment;
- To ensure that our services are managed and developed in accordance with service user needs and preferences;
- To work in partnership with service users, carer's, and all relevant agencies;
- To ensure that all staff are competent, responsible and trained to undertake the activities for which they are employed;
- To comply with all relevant statutory requirements for the provision of care services.



## Nature and Range of Services Provided

Our services are designed to meet the needs of those who require assistance and/or support to continue living in their own homes and communities. Our primary service user groups are as follows:



- Children
- Older People;
- People with Dementia;
- Adults with Mental Health Problems;
- Adults who are Terminally ill;
- Adults who are experiencing or recovering from illness;
- Adults with sensory impairments;
- Adults with Physical Disabilities;
- Adults with Learning Disabilities;
- Adults experiencing addiction.

**Homecare offers a wide range of domiciliary care services, including:**

### Personal Care

- Assisting service users to get up;
- Assisting service user to go to bed;
- Dressing and undressing;
- Assistance with personal hygiene;
- Assistance with eating and drinking;
- Toileting and continence care;
- Moving and handling;
- Supervision of medication;



### Practical Care

- Making or changing beds;
- Shopping;
- Assisting with laundry;
- Preparing meals;
- Lighting fires;
- Vacuuming;
- Washing dishes;
- Dusting.

## Arrangements in place to ensure fitness of care staff

Homecare will recruit for employment only those individuals who can show the requisite level of education, qualifications, experience and aptitude, appropriate to the work they are required to undertake, and will not discriminate, unlawfully, in the provision of employment opportunities. The recruitment process inevitably involves the collection of personal information (and sensitive data) which is subject to the standards imposed under data protection legislation, codes of practice and minimum standards. Homecare Independent Living commits to protect and keep secure all personal data, to process it in accordance with the Regulations, and to allow subject access when requested. This recruitment procedure must be followed at all times, and applies to everyone employed, without exception.

## General Staffing Arrangements



Homecare are committed to ensuring that all employees demonstrate the highest standards of honesty, integrity and competence and are responsible and trained to undertake the activities for which they are employed. We confirm the suitability of each candidate through the Recruitment and Selection Policy and Procedure. Prior to employment we:

- Request and verify two written references;
- Confirm identity;
- Confirm entitlement to work;
- Undertake a criminal record disclosure check.

If successful, each staff member completes a five-day induction course, during which their knowledge and skills are assessed and verified. They then undertake a structured six month development programme. We also support and promote continuous learning and place a particular emphasis on National Vocational Qualifications and Personal Development Plans.

## The Referral Process

Most service users are referred to Homecare by social services and we deliver care to them under contract to the local Trust (NI) or Health Service Executive (ROI); however, we also have service users who self-refer and we deliver care to them under a private contract.

In most instances, the care manager or health care professional will contact us to request care services on their behalf. When we receive the referral, we will contact the service user to arrange an initial visit and advise them of the name of the care worker(s) who will be allocated to them. During this initial visit, we will ask the service user or their representative to provide us with relevant information, for example contact details of the next of kin or family, friends and neighbours to be used in emergency situations.

Homecare's Area Manager will talk through the Service User Guide and will explain our Service User Written Agreement. They will also draw up a Service User Care Plan and Risk Assessment. The Service User Care Plan and Risk Assessment is a description of the help a service user needs from us and how they would like this help to be delivered. It also identifies any risk to them or our staff and how we can manage these risks. The Area Manager will consult with the service user or their representative about its contents and ask the service user to sign to confirm their agreement. All information gathered will be used to select a care worker who is best suited to the service users needs. Any changes to the care required must be agreed in advance with the Care Manager and the Homecare Area Manager.

## Training

We are passionate about training and about equipping our staff to meet the needs of our service users. In light of this, we have developed a workbook based Training and Induction Programme for each role within our organisation. We deliver this training in our dedicated training centre in Milford and throughout various locations in Northern Ireland and the Republic of Ireland.



### Induction Workbooks

Staff complete a comprehensive induction training programme, progressing through a series of workbooks which are designed to demonstrate their understanding and appreciation of all areas of service delivery.

### Shadowing

Staff are allocated to an experienced and senior member of staff, and given the opportunity to witness our core competencies in practice. The period of shadowing is concluded with a structured meeting where the staff member is afforded an opportunity to ask questions and where further training needs are identified.

### Mentoring and Observation

The shadowing process is followed by a period of mentoring. During this time each staff member is teamed with an experienced mentor. This relationship allows for continuous professional development and ensures that staff feel confident about asking questions and seeking guidance.

### Sign Off

The induction process is concluded through the sign-off programme. This programme ensures that each core competency is evidenced and recorded. It also allows staff to discuss and agree an ongoing Personal Development Plan.

This ethos continues throughout employment with Homecare and as such each employee is given the opportunity to develop, attend training and given the opportunity for learning programmes supported through our appraisal system and personal development plans.

## Accounting & Financial Control Arrangements

It is Homecare's intention to ensure that the internal accounting procedures are in accordance with best practice and legislative requirements. Its aim is to ensure that assets are safeguarded, that financial statements are in conformity with generally accepted accounting principles, and that finances are managed with responsible stewardship and within appropriate time frames.

All personnel with a role in the management of Homecare's finance operations are expected to uphold Homecare's accounting and financial policies and to ensure our commitment to proper, accurate financial management and reporting.



## Insurance

Homecare has all mandatory insurance including comprehensive insurance cover in respect of Employer's Liability and Public Liability. All relevant certificates can be inspected at our head office.

## Records

Access to information about employees and service user's is strictly limited to those people in Homecare with a need to use the information in their jobs. All files are stored in a secure location and they are not left unattended even during the business day. All files are stored in a locked cabinet, with restricted access, and procedures in place to ensure the building is securely locked up each evening. All service user records are kept on the management information system however restricted access will be given only to those who need to have it during the course of their work. Service users and employees have the right to view the information stored in relation to them. Homecare ask that you give us notice of this.

Homecare have an obligation to allow the commissioners and regulatory bodies to view service user and personnel files, however this is to ensure we are adhering to the standards and legislation set out and will be treated with the strictest of confidence.

### Retention of records

All records pertaining to a service user are kept for 8 years in accordance with guidance set out in The Domiciliary Care Agencies Regulations (NI) 2007 and stored in view of the confidentiality and Data Protection Act 1998 (NI); Data Protection Act 1988-2003 (ROI). The records must be accurate, up to date and necessary.

All records pertaining to finance or personnel records are kept in accordance with statutory guidelines and where these cease to exist, will be stored in accordance with best practice guidelines.

All files that are no longer used, and over the recommended storage guidelines are shredded and disposed of accordingly.

## Notification of reportable events

In addition to Homecare induction on care practices, all staff are trained in the policies and procedures and will be able to demonstrate knowledge of:

- Protection from abuse;
- Indicators of abuse;
- Responding appropriately to suspected, alleged or actual abuse; and
- Reporting of such.

All aforementioned incidents will be reported accordingly to the relevant people and in accordance with the policy on Protection of Children and Vulnerable Adults.

Homecare detail in the policy 'Reporting adverse incidents' that a number of events should be reported to the designated Homecare employee. It stipulates the procedure of filling in a "Quality Improvement Form" and ensure it is raised with the Regional Manager and/or Quality Manager who will take responsibility for informing the relevant bodies.

Any incidents involving equipment, in Northern Ireland, will be reported to the Northern Ireland Adverse Incident Centre (NIAIC). There is a designated person, in Homecare, responsible for receiving information from NIAIC.

All incidents, accidents or near misses occurring and action taken must be documented in the service user homecare record; and the appropriate management file.

## Medication

Homecare will provide assistance, as needed, when this has been agreed with Homecare and forms part of the service user care plan.

Homecare will require that any medication to be supervised will be provided in a compliance aid or monitored dosage system, in accordance with our medication policy. This is to ensure a safe and reliable method of helping ensure medicines are taken at the correct time and in the correct dosage.

Any additional requirements must be agreed with the Homecare manager and health care representative to ensure the appropriate arrangements are in place.

Care workers must detail any involvement in the supervision of medication in the Homecare Record in the service user Homefile.

## Policies and Procedures

At Homecare we are passionate about the quality of the services we provide. A key aspect of ensuring quality is our compliance with regulatory and legislative standards. We work to ensure that these standards are upheld in all aspects of our policies and procedures. These are available for all staff and upon request by service users.



# Complaints

## Complaints Procedure

It is our policy to actively encourage feedback from service users, carers, staff members, visitors, commissioners and the community about the services we provide. Any complaints, comments or suggestions will be treated seriously and handled in a way that is both appropriate and sensitive. In all instances, the views of those who use our services will be used as part of a process of continuous learning and quality improvement.

The complaints procedure is made available to all service users and carers.

### *Who can complain?*

Anyone dissatisfied with the service, the actions, or lack of action from Homecare can complain.

Anyone acting on behalf of anyone dissatisfied with the service, the actions, or lack of action from Homecare can complain, provided they have the express consent of the individual experiencing dissatisfaction

### *How can you complain?*

Complaints may be made verbally or in writing, in person, by email, fax or letter. However the complaint is made, no obstacle will not be put in the way of a potential complainant by insisting that a particular form is used.

### *What response can you expect?*

We will seek to ensure the effective and timely resolution of all complaints. We will do this by promptly acknowledging and addressing all complaints in a way that is sensitive and responsive to the individual needs of each complainant.

We will acknowledge all complaints within five working days. We will investigate and respond to all complaints within twenty working days. Where it is not possible to conclude an investigation within twenty working days, we will inform you of the reasons for this and advise you of when you can expect a response.

### *Who can you complain to?*

All Homecare staff members will be provided with the appropriate training and authority required to respond effectively to complaints. If you wish to make a complaint, please contact the Quality Manager as detailed below:

The Quality Manager  
Homecare Independent Living  
Callan House  
Hill Street  
Milford  
Co. Armagh  
BT60 3NZ

Email: [quality@homecareindependentliving.com](mailto:quality@homecareindependentliving.com)  
Phone: 0044 28 37 511 333  
Fax: 0044 28 37 527 705

If you are dissatisfied with the outcome of a complaint you can contact the relevant regulatory body.

## Regulatory Body in Northern Ireland

The Regulation and Quality Inspection Authority is the body which regulates the conduct of Domiciliary Agencies in Northern Ireland. You can contact RQIA at:

9th Floor Riverside Tower,  
5 Lanyon Place  
Belfast  
BT1 3BT

Email: [info@rqia.org.uk](mailto:info@rqia.org.uk)  
Phone: 0044 28 90 517 500  
Fax: 0044 28 90 517 501

## Regulatory Body in Republic of Ireland

The Health Service Executive is the body which regulates the conduct of Domiciliary Agencies in the Republic of Ireland. You can contact HSE at:

Parkgate Street Business Centre  
Dublin 8

Email: [webmaster@hse.ie](mailto:webmaster@hse.ie)  
Phone: 01 635 2500  
Fax: 01 635 2823

# “I Care” – The Values of Homecare

- I** Integrity      The ability to do my job reliably and honestly.
- C** Commitment      The ability to do my job with dedication and loyalty.
- A** Accountability      The ability to do my job with ownership and responsibility.
- R** Respect      The ability to do my job with dignity and to value everyone I interact with.
- E** Enthusiasm      The ability to do my job with passion and creativity.

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INVESTOR IN PEOPLE

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