

# **Milford Del Support Agency Ltd**

## **Statement of Purpose**

This document summarises basic information about Milford Del Support Agency Ltd for users of our service, people who are considering using our service, and the friends, relatives, carers and representatives of users and potential users. It includes the material required by *Domiciliary Care Agencies Regulations 2002*. It should be read in conjunction with our service user's guide.

### **Our Aims and Objectives**

Milford Del Support Agency Ltd is a family run business which aims to provide care and support for people who cannot wholly look after themselves.

We provide our service in your own home and in the community, at times convenient to you, and in ways you find most agreeable. We have sound principles for the way we run our service. Central to these is our belief that the rights of service user's are paramount.

### **Our Principles**

#### 1. To focus on service users

We aim to provide personal care and support in ways which have positive outcomes for service users and promote their active participation. Our directors will, from time to time, informally check with you that you are consulted and involved in your care and that it is making your life more comfortable.

#### 2. To ensure we are fit for purpose

We are committed to constantly reviewing our stated aims and objectives and to this end welcome feedback from our service users, their friends, relatives and other professionals involved in your care.

#### 3. To work for the comprehensive welfare of our service users

We aim to provide for each service user a package of individualised care that really impacts upon his or her overall personal and health care needs and preferences. We will co-operate with other services and professionals to help to maximise each service user's independence and to ensure as fully as possible, that service users maximise participation in their community.

#### 4. To meet assessed needs

Before we provide services, we undertake a thorough, personalised assessment based upon individual needs and preferences. This is undertaken by a qualified and experienced person who will ensure that the care Milford Del provides meets the assessed needs of each individual service user. Needs will be re-assessed as frequently as necessary, and the care provided will be flexible to respond to changing needs or requirements.

#### 5. To provide quality services

Milford Del is whole-heartedly committed to providing the best possible service. As a family business we are committed to providing person-centred care which we regulate ourselves through our own quality assurance systems.

#### 6. To employ a quality workforce

Standards for our managers and staff are based on national occupational standards for the care industry set by the National Training Organisation.

Within Milford Del, the Directors, all family members have between them had many years experience of providing care services to service users and indeed their own extended family.

As within qualified or experienced social workers and managers we are committed to ensuring all our staff are trained, undertake continued professional development and provide a caring and responsive service to our service users.

### **Service User's rights**

The aim of good quality domiciliary care must always be to promote a way of life for service users which permits them to enjoy, to the greatest possible extent, their rights as individual human beings. The following rights are fundamental to our agency's work.

*Privacy* - An individual's right to privacy involves being free from intrusion or unwelcome attention. We aim to maximise our service users' privacy in the following ways.

- 1) Staff will enter a service user's property and rooms within the property only with express consent.
- 2) A service user has the right not to have to interact with or be interrupted by a worker when, for example, they are entertaining a visitor or are engaged on an intimate activity on their own account.
- 3) We respect the fact that a service user's possessions are private and always act in accordance with the fact that our worker's are guests.
- 4) Our staff respect a service user's right to make telephone calls and carry on conversations without being overheard or observed by a worker.
- 5) We ensure that records of the service provided are seen only by those with a legitimate need to know the information.

*Dignity* – The right to dignity involves recognising the intrinsic value of people as individuals and the specific nature of each person's particular needs. We aim to maximise our service users' dignity in the following ways.

- 1) We arrange for service users who require assistance with bodily tasks such as dressing, bathing and toileting to be helped as far as possible by the care worker of their own choice and, if desired, of the sex of their choice.
- 2) We ensure, if asked, that service users receive the necessary assistance with dressing and maintaining their clothes.
- 3) We will try to provide help for service users with make-up, manicure, hairdressing and other elements of their appearance so that they can present themselves as they would wish.
- 4) We aim to minimise any feelings of inadequacy, inferiority and vulnerability which service users' may have arising from disability.
- 5) We treat service users with the sort of respect which reinforces personhood and individual characteristics, addressing them and introducing them to others in their preferred style, responding to specific cultural demands and requirements, and aiming to maintain relationships which are warm and trusting but appropriate to the relationship of worker to service user.

*Independence* – Independence means having opportunities to think, plan, act and take sensibly calculated risks without continual reference to others. We aim to maximise our service users' independence in the following ways.

- 1) We help service users to manage for themselves where possible rather than becoming totally dependent on care workers and others.
- 2) We encourage service users to take as much responsibility as possible for their own healthcare and medication.
- 3) We involve service users fully in planning their own care, devising and implementing their care plans and managing the records of care.
- 4) We work with carers, relatives and friends of service users to provide as continuous a service as is feasible.
- 5) We aim to create a climate in the delivery of care and to foster attitudes in those around a service user which focus on capabilities rather than on disabilities.

*Security* – In providing services to people with disabilities, there is a difficult balance to be struck between helping them experience as much independence as possible and making sure that they are not exposed to unnecessary hazards. Taking care of the security of service users therefore means helping to provide an environment and support structure which offers sensible protection from danger and readily available assistance when required. This should not be interpreted as a demand for the totally safe or risk-free lifestyle; taking reasonable risks can be interesting, exciting and fun, as well as necessary. We respond to our service users' need for security in the following ways.

- 1) We try to make sure that help is tactfully at hand when a service user needs or wishes to engage in any activity which places them in situations of substantial risk.
- 2) We hope to help create a physical environment which is free from unnecessary sources of danger to vulnerable people or their property.
- 3) We always carry out thorough risk assessments in relation to premises, equipment and the activities of the service user who is being helped.
- 4) Our staff will advise service users about situations or activities in which their disability is likely to put them or their property at risk.
- 5) The staff in our agency are well selected, trained and briefed to provide services responsibly, professionally and with compassion and never to exploit their positions to abuse a service user.

*Civil rights* – We aim to help our service users to continue to enjoy their civil rights in the following ways.

- 1) If service users wish to participate in elections, we will try to access the necessary information and either provide or obtain any assistance which they need to vote.
- 2) We want to help our service users to make use of as wide a range as possible of public services, such as libraries, education and transport.
- 3) We will encourage our service users to make full use of health services in all ways appropriate to their medical, nursing and therapeutic needs.
- 4) We will provide easy access for our service users and their friends, relatives and representatives to complain about or give feedback on our services.
- 5) If we can, we will support our service users in their participating as fully and diversely as they wish in the activities of their communities through voluntary work, religious observance, involvement in associations and charitable giving.

*Choice* – Choice consists of the opportunity to select independently from a range of options. We will respond to our service users’ right to choice in the following ways.

- 1) We avoid a pattern of service delivery which leads to compulsory timings for activities like getting up and going to bed.
- 2) We will manage and schedule our services so as to respond as far as possible to service users’ preferences as regards the staff with whom they feel most comfortable.
- 3) We respect service users’ eccentricities, personal preferences and idiosyncrasies.
- 4) We hope to cultivate an atmosphere and ethos in our service delivery which welcomes and responds to cultural diversity.
- 5) We encourage service users to exercise informed choice in their selection of the organisation and individuals who provide them with assistance.

*Fulfilment* – Fulfilment has been defined as the opportunity to realise personal aspirations and abilities. It recognises and responds to levels of human satisfaction separate from the physical and material, but it is difficult to generalise about fulfilment since it deals with precisely those areas of lifestyle where individuals differ from each other. We respond to service users’ right to fulfilment in the following ways.

- 1) We try to help service users to participate in as broad a range of social and cultural activities as possible.
- 2) If requested, we will assist a service user to participate in practices associated with religious or spiritual matters and to celebrate meaningful anniversaries and festivals.
- 3) We aim to respond sensitively and appropriately to the special needs and wishes of service users who wish to prepare for or are close to death.
- 4) We make particular efforts to understand and respond to the wish of any service user to participate in minority-interest events or activities.
- 5) We will do everything possible to help a service user who wants to achieve an unfulfilled task, wish or ambition before the end of life.

*Diversity* – Britain’s social care services are used by people from a wide diversity of ethnic and cultural backgrounds. Services therefore need to be accessible. We need to make particular efforts to reach out to vulnerable people who might have been deterred from approaching agencies which appear not to relate to their special needs and aspirations, and to demonstrate that we welcome and celebrate the wide range of people in the community generally and among the users of services in particular. We respond to service users’ right to express their diversity in the following ways.

- 1) Positively communicating to our service users that their diverse backgrounds enhance the life of the community.
- 2) Respecting the ethnic, cultural and religious practices of service users.
- 3) Outlawing negatively discriminating behaviour by staff and others.
- 4) Accommodating individual differences without censure.
- 5) Helping service users to celebrate events, anniversaries and festivals which are important to them.

## **The services the organisation provides**

Milford Del covers the whole of the Isle of Wight and operates 24 hours per day, 7 days per week.

Milford Del care workers will provide you with a range of personal care services. This can include assistance with personal hygiene such as:

- Bathing
- Toileting
- Dressing
- Assistance with meals and drinks

And non-physical care such as:

- Advice
- Encouragement
- Supervision relating to the running of the household
- Emotional and psychological support
- Support to carers (e.g. the provision of a sitting service to enable a family carer to have a break).
- Support to access community facilities.

Personal care and support can be provided to you, both in your home and in the community.

All care and/or support will be provided in accordance with a current care plan agreed with you and, where applicable, your carer or family member.

We provide care and support to a diverse range of service users. These include:-

- Older people
- People with physical disabilities
- People with sensory loss, including those with dual sensory impairment
- People with mental health problems
- People with learning disabilities
- Children and their families
- Personal or family carers.

## **The organisation**

### **Registered Provider**

The person registered with the Commission for Social Care Inspection as the registered provider for Milford Del Support Agency Ltd is Tony Delannoy.

### **Registered Manager**

The person registered with the Commission for Social Care Inspection as the registered manager for Milford Del Support Agency Ltd is:

Julie Norah Delannoy  
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Julie Delannoy is a qualified Social Worker – (Master’s degree in social work) and a Certificate of Qualification in Social Work (CQSW). She also has a Diploma in Management Studies and is completing her “Registered Managers Award”. Julie is an experienced social worker. She has managed her own care home, worked as a hospital social worker and care manager in the community. She has also had extensive involvement in training and development of care staff.

### **The Organisation’s Care Workers**

Milford Del recognises that for most service users the most important people in our organisation are the care and support workers with whom service users will have regular contact.

We take great care in recruiting, training and supervising our staff. Our staff have a wide range of qualifications:  
Our Operational Manager is working towards his NVQ Level 4 in Care Management.  
Our senior staff are qualified to NVQ 3 Health and Social Care Level and our care and support staff either have, or are working towards NVQ Level 2 in Health and Social Care. All staff undertake the Common Inductions Standards when they join us and receive regular updated or specialised training as and when it is needed.  
Regular training needs analyses take place with all staff within Milford Del, including the working directors.

## **Complaints, Concerns and Compliments**

Milford Del Support Agency Ltd welcomes and needs feedback on its services, especially from service users and their carers, whether these are compliments, concerns, suggestions for ways of doing things better or complaints.

Service users are encouraged to let care workers working with them have any comments they wish to make. We recognise however that this can be difficult on occasions for fear of hurting someone's feelings or simply because it may be too personal. We therefore welcome service users speaking to our managers or directors should there be any issues.

Service user's feedback will always be dealt with discretely and seriously to ensure we learn from feedback and comments and take appropriate action.

Of course, if a service user wishes to express their dissatisfaction more formally, they have the right to complain to the "Commission for Social Care Inspection" which regulates our service.

Our full complaints policy is attached to this "Statement of Purpose".

## **Revision of this Document**

Milford Del Support Agency Ltd reviews all of its Policies and Procedures on an annual basis or more frequently if changes in legislation or practice guidelines dictate.

We welcome any comments on the contents of this statement of purpose dated 14<sup>th</sup> May 2008.

SIGNED:

DATE:

POLICY REVIEW DATE: 14/05/2009