

STATEMENT OF PURPOSE FOR REDBRIDGE CARE HOME CARE AND EXTRA CARE SERVICE

Statement of Purpose for Redbridge Care Home Care and Extra Care Service

Name of Service: Redbridge Care

Purpose of this Document

The document is intended to summarise operational and management procedures for Service Users or people intending to use or refer to the Redbridge Care Home Care and Extra Care service at Oakfield Lodge and Fernways. It provides an overview of the range of domiciliary and personal care services available to users of the Redbridge provided by Redbridge Care under the Commission of Social Care Inspection.

Aims & objectives of Redbridge Care

The Redbridge Care objectives are to provide a range of services working in an integrated way to:

- provide and promote independency to the service users of Redbridge;
- to monitor and provide the ongoing service for people diagnosed with dementia, and to work in partnership with the Community Mental Health Team;
- to work in partnership with Housing; and
- promote planned and timely discharge from hospital.

Redbridge Care work in partnership with the following: -

- Redbridge Primary Care Trust
- London Borough of Redbridge
- Redbridge Age Concern
- Learning Disability Team
- Community Mental Health Team
- The London Borough of Redbridge Housing Department

Range of services offered by Redbridge Care Home Care and Extra Care Service

- Domiciliary care services and support from the Redbridge Care Home Care Teams over a period of 365 days a year;
- Providing a consistent 24 hour service to the tenants of Oakfield Lodge;
- Intervention to prevent avoidable admissions to hospital;
- Support and assist the Re-enablement Home Care Team promoting independence with activities of daily living;
- Confidence building and promoting independence; and
- Supported hospital discharge – through Age Concern Escort Service.

Range of services offered by Redbridge Care Extra Care Service at Sheltered Housing Units

- Redbridge Care provide an Extra Care Service at Oakfield Lodge Sheltered Housing Unit;
- Intervention to prevent avoidable admissions to hospital;
- Support and assist the Re-enablement Home Care Team promoting independence with activities of daily living; and
- Confidence building and promoting independence to live independently with support from the Redbridge Extra Care Team.

Service criteria:

- Redbridge Primary Care Trust /London Borough of Redbridge Service Users.
- 18 years of age and over.
- Support pain control with the aid of medication.
- Able to weight-bear through upper and lower limbs to mobilise and transfer.
- Able to transfer from sitting to standing with minimal to moderate assistance of one.
- Motivated to improve functional/social independence.
- Mild depression/anxiety (short-term/treatable).
- Mild/moderate memory difficulties.

Potential Service Users

The potential service users supported by Redbridge Care Home Care and Extra Care Services may be from the following categories:

- Older people
- Adults with physical disabilities
- Adults with sensory loss including dual sensory impairment
- Adults with mental health problems
- Adults with learning disabilities

Service Availability

Redbridge Care can be accessed between 7.00am – 5.00pm five days a week on telephone 0208 553 5924 or the Wardens can be contacted for support on 020 553 5843 from 5.00pm – 11.00pm, fax 020 8708 9215. This service is based at Flat 18 Oakfield Lodge, Albert Road, Ilford Essex.

Redbridge Care Assessment

A comprehensive care assessment will be offered by either the hospital to support discharge, or a community assessment by the Assessment Team.

The Redbridge Care Home Care and Extra Care Teams are trained specialist staff. If the person meets the eligibility criteria they are generally offered a care package. During this period any ongoing needs will be identified and passed onto the appropriate team, in line with the Fair Access to Care Criteria.

Service Delivery

Systems are in place to ensure that there is continuity of service to each Service User.

The majority of rosters for Redbridge Care Home Care and Extra Care Carers are completed a week ahead so that the Service User knows which Carer will be attending them - rosters are given to the Redbridge Care Home Care and Extra Care Carers on a weekly basis and the Carers are informed of any changes by the Team Leader and the Service Users are contacted via telephone. The rosters are completed by a dedicated Team Leader who then passes this to the Extra Care Team Leader. The Team Leader will then provide a master file for the Service Users home so that any of the Redbridge Care Home Care or Extra Care Carers can see what the Service Users requirements are. If the regular Carer is unable to attend due to sickness, they are asked to notify the Team at least 24 hours prior to commencing their shift to allow flexibility for work to be covered. Hours allocated to each Carer is monitored so that it can be seen at a glance where there is capacity to accommodate. Sickness and Annual Leave are covered by the London Borough of Redbridge Bank Staff Where services are provided by Redbridge Care the information of days and times are documented in the service users folder.

If a Service User has difficulty getting to and answering the door the Assessment Officer will discuss with the Service User and Family about the possibility of a Key Safe for access. Redbridge Care Home Care and Extra Care Teams do not hold any keys. This measure has been taken to protect both staff and Service Users.

The Service User will be required to sign an agreement confirming they understand that the service provided by the Redbridge Care Team will be honoured.

Generally, within 24 hours after the start of service, a care folder will be delivered to the Service User. This will contain essential information for the use of the Home Carers involved and informs the Service User/family of any information, recommendation and/or specific needs that are considered relevant for the agreed care package. It will also contain contact numbers for the services and other useful information.

Redbridge Home Care and Extra Care Teams

The Redbridge Home Care Team consists of 60 specially trained carers and the Extra Care Team consists of 30 specially trained carers, who implement a home-based care plan programme working with a person in their own home towards independence and increased confidence.

The Redbridge Care Home Care and Extra Care Carers work alongside Service Users and their families encouraging them to do things for themselves where possible. The Redbridge Care Team may occasionally help with more demanding tasks, to allow a person to focus on developing independence in other areas. It is possible for the Redbridge Care team to work in Partnership alongside an existing care package to ensure that the areas identified as most likely to benefit from the Service Users.

Redbridge Home Care and Extra Care Teams

REDBRIDGE CARE HOME CARE AND EXTRA CARE TEAM STATEMENT OF PURPOSE

The Redbridge Home Care and Extra Care Teams provides assistance with personal and domestic activities of daily living to promote independence, which may include: -

Personal

- Assist the Service User with full body wash; bathing; shaving; hair care; skin care; mouth care.
- Assist the Service User with dressing/undressing using adaptive equipment e.g. dressing aids.
- Assist with transfers using safe moving and handling techniques/equipment from bed, chair, wheelchair, toilet or commode.
- Assist with cutting food and feeding as required.
- Assist with emptying and changing catheter/colostomy bags and emptying commodes where appropriate.
- To report any changes in urinary or bowel habits.
- To report any items, which promote independence and safety, at home that are not working e.g. hearing aids, pendant community alarms, telephones and walking aids.
- To be aware of any dietary requirements.
- Ensure that the home environment is safe and comfortable for the Service User.
- Escort Service Users outdoors for short errands to improve ability, confidence and social reintegration.

Domestic

- Assistance or supervision with housework
- Assistance or supervision with kitchen skills
- Assistance or supervision with laundry/ironing
- Assistance or supervision with shopping

Nursing

If the Service User has identified nursing needs, the Redbridge Care Home Care and Extra Care Carers will liaise with their Team Leader who will contact the Community Nursing Services to provide the appropriate intervention as required.

Medical

If the Service User requires a doctor or hospital treatment the Home Carer will make contact with the appropriate professional and then contact the office to report their actions.

Redbridge Care Principles

1. To focus on Service Users

We aim to provide personal care and support people in ways that have positive outcomes i.e. their active participation in promoting independence.

2. To ensure that we are fit for our purpose

The review of our operations is ongoing to ensure that we are successful in achieving our stated aims and purposes. We welcome feedback from our Service Users and their Carers compliments and complaints monitoring.

3. To work for the comprehensive welfare of our Service Users

We aim to provide for each Service User a care package that contributes to his or her overall personal and healthcare needs and preferences, and improves the Service User's quality of life. 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 the Service User's maximum participation in the community.

4. To meet assessed needs

Before we provide services, we ensure that a potential Service User's needs and preferences are thoroughly assessed. We aim to ensure that the Home Care Service provided meets the assessed needs of each Service User and that the care and support provided has the flexibility to respond to changing needs or requirements.

5. To provide quality services

We are whole-heartedly committed to providing high quality services and to continuous improvement in the level of the care we offer.

6. To employ a quality workforce

All the Redbridge Care Team Home Care and Extra Care Carers have been selected for their ability to work with Service Users and all Carers are actively encouraged to complete NVQ levels 2 & 3 in social care. Supervision and training are provided to all members of the team on a regular basis.

Service Users' Rights

The aim of good quality care must always be to promote a way of life for Service Users, which permits them to enjoy, to the greatest extent, their rights as individuals. The following rights are fundamental to Redbridge Care's way of working.

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 only with express consent.
2. A Service User has the right not to have to interact with or be interrupted by a member of staff 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 principle that our members of staff 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 member of staff.
5. We ensure that records of the service provided are seen only by those with a legitimate need to know the information they contain.

Dignity:

The right of 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 Home Carer of their own choice e.g. the sex of their choice. Where this is not possible, this will be discussed with the Service User and agreement sought.
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 minimize any feelings of inadequacy, inferiority and vulnerability, which Service Users' may have arising from disability.

5. We treat Services Users with the respect which reinforces their individuality, 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 member of staff 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 involve Service Users fully in planning their own care, devising and implementing their care plans and managing the records of care.
2. The staff will help Service Users to manage tasks for themselves where possible rather than becoming totally dependent on care workers and others.
3. We encourage Service Users to take as much responsibility as possible for their own healthcare and medication.
4. We work with Carers, relatives and friends of Service Users to provide a continuous a feasible service.
5. We aim to create a climate in the delivery of care that fosters positive attitudes and focuses on Service Users abilities rather than on disabilities.

Security:

In providing services to people with disabilities, there is a difficult balance to be struck between helping them to experience as much independence as possible and making sure 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 comfort and readily available assistance when required. This should not be interpreted as a demand for a 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 all the activities, in which a Service user needs or wishes to engage, are assessed to ensure they are not placed at substantial risk.
2. We hope to help to 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.
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 Redbridge Care staff 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. We want to help our Service Users to make use of as wide a range of public services, such as libraries, education and transport.
2. We will encourage our Service Users to make full use of health services appropriate to their medical, nursing and therapeutic needs.
3. We will provide easy access for our Service Users and their friends, relatives and representatives to complain about or give feedback on our services.
4. 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 and involvement in associations.
5. If Service Users wish to participate in elections, we will try to access the necessary information and either provide or obtain any assistance when they need to vote.

Choice:

Choice consists of the opportunity to select independently from a range of options. We will respond to our Service Users' rights to choose in the following ways:

1. We will manage a pattern of service delivery that offers agreed timings for activities that meet the Service Users usual habits/routines within reason.
2. We will manage and schedule our services to respond as far as possible to Service Users' preferences as regards the staff with which 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 that 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.

Fulfillment:

Fulfillment 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 fulfillment since it deals with precisely those areas of lifestyle where individuals differ from each other. Within Redbridge Care we respond to Service Users' rights to fulfillment 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 who are close to death.
4. We will do everything possible to help a Service User who wants to achieve an unfulfilled task, wish or ambition.

REDBRIDGE CARE HOME CARE AND
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Redbridge Care Organisational details:

Registered Provider: Redbridge Care
London Borough of Redbridge
Flat 18 Oakfield Lodge
Albert Road
Ilford
Essex IG1 1HJ

Tel No: 020 8553 5924

Registered Address: Redbridge Care
London Borough of Redbridge
Flat 18 Oakfield Lodge
Albert Road
Ilford
Essex IG1 1HJ

Tel No: 020 8553 5924

Commission for Social Care Inspection Registered Manager:
Sylvia Dawson

Qualifications:
NVQ 4

Relevant experience:
Home Care Manager for 19 years

Complaints & Compliments

Redbridge Care Home Care and Extra Care Service welcomes feedback on its services, especially from Service Users and their Carers, whether these are compliments, complaints, or suggestions for improving the service. Service Users are encouraged to let the Home Carers know if they have any comments they wish to make who will inform the Team Leader and appropriate action will be taken. All compliments and complaints will be recorded in accordance with the Registered Providers policies for handling complaints quality monitoring.

If they prefer to take up the matter with someone else in the organisation or if they feel that a point that they have made is not taken seriously or acted upon, the Team Leaders will report to Sylvia Dawson, Service Manager - Redbridge Care at Oakfield Lodge to resolve the issue and/or take the appropriate action.

If a Service User wishes their dissatisfaction to be dealt with more formally, they should take the steps outlined in the formal London Borough of Redbridge complaints procedure (see attached), which are the employing organisation of the Redbridge Care Home Care and Extra Care Carers.

If anyone feels that Redbridge Care has not dealt with a complaint to their satisfaction, they have the right to complain to the Commission for Social Care Inspection who regulates our Service.

Commission for Social Care Inspection
North East London
Ferguson House
113 Cranbrook Road
Ilford
Essex IG1 4PU

Tel: 020 8477 0960

As a matter of course Redbridge Care would notify the Commission of Social Care Inspection of any complaints received and how the matter was resolved.

Revisions of this document

Redbridge Care will review the Statement of Purpose in line with the evolving development of Redbridge Care.

REDBRIDGE CARE

POLICIES AND PROCEDURES

Running a care service poses a variety of issues to be managed consistently for the service users, staff and managers. To be sure that this happens in practice and to keep everybody informed as to how the service works, we have documented London Borough of Redbridge position on certain key matters and the policies and procedures to deal with frequently recurring situations. Together they form quite a long list, service users are welcome to examine any of these documents and have a copy of their own if they wish. As the London Borough of Redbridge employs all the care staff, any issue relating to the any element of the service will be dealt with using London Borough of Redbridge policies and procedures.

Areas covered

Our policies and procedures cover the following areas:-

A	Statement of Purpose, with the Aims and Objectives of the Organisation.	<i>Introduction to Operational Procedures file</i>
B	Conditions of engagement for staff	<i>Employee Handbook</i>
C	Staff contract and job descriptions	<i>Employee files held within Personnel</i>
D	Range of activities undertaken and limits of responsibility.	<i>Statement of Purpose</i>
E	Personal safety for staff at work	<i>Carers Handbook</i>
F	Quality Assurance systems	<i>Service User 's Guide</i>
G	Confidentiality of Information	<i>Section 31 Operational Procedures</i>
H	Non-discriminatory practice	<i>Section 20 Operational Procedures</i>
I	Equal opportunities including our response to sexual and racial harassment	<i>Service User's Guide</i>
J	Health and Safety	<i>Service User's Guide</i>
K	Moving and handling	<i>Section 52 Operational Procedures</i>
L	Dealing with accidents and emergencies	<i>Service User's Guide and Carer's Handbook</i>
M	Dealing with abuse and bad practice	<i>Service User's Guide & Section 30 Operational Procedures</i>
N	Data protection and access to records by service users	<i>Section 31 Operational Procedures</i>
O	Assisting medication	<i>Service User's Guide & Carer's Handbook</i>
P	Handling money and financial matters on behalf of a service user	<i>Service User's Guide & Carer's Handbook</i>

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Q	Gifts and legacies made by service users	<i>Service User's Guide & Carer's Handbook</i>
R	Dealing with violence and aggression	<i>Section 54 Operational Procedures</i>
S	Entering and leaving the service users home	<i>Service User's Guide & Carer's Handbook</i>
T	Safe keeping of keys	<i>Service User's Guide & Carer's Handbook</i>
U	Complaints and compliments	<i>Statement of Purpose & Service User's Guide</i>
V	Staff discipline and grievances	<i>Section 28 Operational Procedures</i>
W	Training and staff development	<i>Statement of Purpose & Section 50 Operational Procedures</i>