



## Statement of Purpose

NU STAFF

*caring since 1968*

01202 292870

*We know,*

**There Is No Place Like Home**

Nu Staff provide care and support for people who live in their own homes. We arrange for carers to come to your home at your convenience, to assist you with tasks that you may find too difficult.

Our carers are there to help maintain your independence with dignity and respect.

Our belief is that **your rights are paramount**, and you are free to make your own choices and decisions have your needs met by well-trained care staff, be treated with dignity and respect at all times.

#### **Focus on you as an individual -**

We aim to provide personal care and support with your participation in a way which has positive outcomes for you.

#### **Ensure that we are fit for purpose -**

We review our operations constantly to ensure that we are successfully achieving our stated aims and objectives. We ask for feedback from our service users and their relatives and friends.

#### **Work in partnership with others -**

We aim for each person to receive care which contributes to their overall personal and healthcare needs and preferences. We will co-operate with other services and professionals to help to maximise your independence and to ensure your full participation in any decisions that may be made.

#### **Meet assessed needs -**

Before we provide services, we ensure that with your approval your needs and preferences are thoroughly assessed. We ensure that the care that we provide meets the assessed needs of each person, that their needs are reassessed as frequently as necessary, and that the care and support provided has the flexibility to respond to changing needs or requirements.

#### **Provide quality services -**

We are committed to providing a top-quality service. To continuously improve the level of the care and support we offer. We are regulated by the Care Quality Commission and have consistently achieved a rating of Good for the services we provide, that they are safe, effective, caring, responsive and well-led.

#### **Employ a quality workforce -**

Standards for our managers and staff are based on the national occupational standards for the care industry. All our staff are offered on-going training to enhance their knowledge and skills. We have, rigorous recruitment procedure to ensure we employ carers that can meet the needs of those we support and provide the quality of care you require.

#### **Your Rights**

The aim of a quality domiciliary care provider must always be to promote a way of life for a person, which permits them to enjoy their rights as Individuals. The following rights are fundamental to our work.

**Privacy:** A person's right to privacy involves being free from intrusion or unwelcome attention. We aim to maximise your privacy in the following ways.

1. You have the right not to have to interact with or be interrupted by a carer when, for example, you are entertaining a visitor or are engaged in a private activity on your own.
2. We respect the fact that your possessions are private and always act in accordance with the principle that our care staff are guests in your home.
3. Our care staff respect your right to make telephone calls and carry on conversations without being overhead or observed.
4. We ensure that records of the service provided are seen only by those with a legitimate interest.

**Dignity:** The right to dignity involves recognising people as individuals and the specific nature of each person's particular needs. We aim to maximise your dignity in the following ways.

1. We arrange for service users who require assistance with tasks such as dressing, bathing and toileting to be helped as far as possible by the carer of their choice.
2. We will provide help for you if required with make-up, manicure, hairdressing and your appearance so that you can present yourself, as you may wish.
3. We aim to minimise any feelings of inadequacy, inferiority and vulnerability, which you may have.
4. We will treat you with the respect which you deserve regarding individual characteristics and respond to specific cultural demands and requirements, whilst maintaining relationships which are warm and trusting but appropriate to the relationship between a carer and yourself.

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

1. We help you to manage yourself where possible rather than becoming dependent on carers and others.
2. We encourage you to take as much responsibility as possible for your own care and medication.
3. We involve you in planning your care, devising and implementing your care plans and managing your records of care.
4. We work with carers, relatives and friends of service users to provide a continuous service which focuses on capabilities.

**Security:** When providing care to individuals, there is a difficult balance between helping to experience as much independence as possible while making sure there are no unnecessary hazards. Taking care for the security of service users means helping to provide an environment and support structure, which offers sensible protection from danger and 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 service users' needs for security in the following ways.

1. We make sure that help is at hand when a service user needs or wishes to engage in any activity, which places them in situations of risk.
2. We help to create a physical environment, which is free from unnecessary sources of danger.
3. We always carry out thorough risk assessments in relation to premises, equipment and the activities of the service user.

**Civil rights:** We aim to help you to continue to enjoy your civil rights in the following ways.

1. If you wish to participate in elections, we will try to access the necessary information and either provide or obtain assistance.
2. We want to help you to make use of as wide a range as possible of public services, such as parks, social activities, libraries, education and transport.
3. We will encourage you to make full use of health services in all ways appropriate to your care.
4. We will provide access for you and your relatives, friends and representatives to complain or give feedback about our services.
5. We will support you in participating in activities within your community.

**Choice:** Choice consists of the opportunity to select independently from a range of options. We will respond to your right to choice in the following ways.

1. Unless requested by you. 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 to respond as far as possible to your preferences as regards to the staff with whom you feel most comfortable.
3. We will respect your eccentricities, personal preferences and idiosyncrasies. We hope to cultivate an atmosphere and ethos in our service delivery, which welcomes and responds to cultural diversity.
4. We encourage you to exercise informed choice in your selection of the carers who provide you with assistance.

**Fulfilment :** Fulfilment has been defined as the opportunity to realise personal aspirations and abilities. It recognises and responds to all levels of 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 will help you to participate in as broad a range of social and cultural activities as possible.
2. If requested, we will assist you 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 needs and wishes of service users who wish to prepare for 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.

#### **Services That We Can Provide:**

- Assistance with all aspects of personal care
- Showering and bathing
- Dressing and grooming
- Toileting and continence care
- Teeth and dentures

- Encouraging, reminding; assisting and giving medicines
- Ordering and collecting prescriptions
- Returning unwanted medicines to the pharmacy for safe disposal
- Eating and drinking
- Helping to plan what to eat and drink
- Gentle encouragement and help to eat and drink well
- Shopping, preparing food and drinks
- Clearing, washing up and keeping areas clean and tidy
- Agreeing how to store food safely and dispose of out of date produce
- Safely using aids and personal equipment that respects the dignity of individuals.
- Housework, dusting and general tidying
- Washing floors, vacuuming, sweeping, laundry, ironing, making beds & changing linen
- Answering the door and greeting visitors
- Answering emergency bells and the telephone
- Writing cards and letters or emails
- Taking a person out shopping, to see friends or other activities
- Hobbies and recreations

### **Provider and Managers**

Carla Snow is the full time Registered Manager for Nu Staff. She has over twenty-six years' experience working with various Service Users with Physical Disabilities, Sensory Loss, Mental Health Problems and Learning Disabilities. Carla has managed Nu Staff for seventeen years and has achieved her Registered Managers Award (RMA). She is responsible for the day to day running of the business. Her direct e-mail is [carla@nu-staff.co.uk](mailto:carla@nu-staff.co.uk).

Mrs Debbie Bush is the Deputy Manager, she has a wealth of experience in the care sector. She has previously worked as an NVQ assessor. She has worked with the company for over thirteen years. She started out working as a Senior Carer, Care Co-coordinator and is now the Deputy Manager for the company. Debbie works alongside the office staff and carers ensuring compliance in the delivery of high standards of care. Her direct e-mail is [debbie@nu-staff.co.uk](mailto:debbie@nu-staff.co.uk).

Mr Peter Still is the owner and Registered Provider for Nu Staff Image Plan Limited, he is passionate that the standards of care provided are high and is focused on ensuring this happens. He can also be contacted at the address and telephone number below.

Nu Staff Image Plan Limited  
602 Wimborne Road  
Winton

Bournemouth  
BH9 2EN

Telephone: (01202) 292870

Company No: 7864475

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## **Our Care Workers**

Following a vigorous recruitment and induction programme carers are selected to meet the individual requirements of each Service User.

We take great care in recruiting, training and supervising our staff. We undertake regular assessments and encourage staff to develop new skills and attend as many training courses as possible. A high percentage of our carers are already trained to an NVQ / Diploma level or are working towards obtaining the qualification through Nu Staff.

Before any member of staff is interviewed, they are asked a series of questions to ascertain whether they meet the requirements to potentially fulfil the role of a carer.

Written references are required, one of whom should normally be the immediate employer along with past employers. All are followed up by a telephone prior to confirmation of employment. Any gaps in employment will be explored. All referees must be professional and capable of giving a reference to ascertain potential carers capabilities.

All care workers agree to a police check through the DBS (Disclosure and Barring Service).

We also expect a good level of spoken English.

All carers that are selected to join Nu Staff are trained in house. They attend our induction which gives them the knowledge to deliver care to a standard that is expected by the company. They then work with a trainer for up to four to five weeks depending on experience to show their competence in the delivery of care prior to working alone.

## **Complaints and Compliments**

All complaints are taken very seriously, even those, which may seem relatively minor. If you are unhappy with the care or treatment you have received through Nu Staff you have the right to:

- Make a complaint
- Have the complaint fully investigated
- Be given a full and prompt reply
- **You can make a complaint by E-Mail, letter, in person or by phone.**

When a complaint is received from a service user or their representative, the manager will be informed immediately and all the relevant details of the complaint will be taken including dates, times and the person involved. Once all the information has been gathered, the service user can expect the following procedure to be undertaken:

- Two copies of the complaint will be sent to the service user. It needs to be checked through and clearly marked if there are any mistakes or omissions. One copy should be retained the other should be signed and returned to the company.
- If there are any amendments, a new copy of the complaint will be sent. A covering letter will also be

enclosed informing the service user of details for the dedicated Complaints Officer for Bournemouth Borough Council, Adult and Community Support. This will include a telephone number and full postal address.

- If you are not happy with the reply and or actions taken following your complaint, you can ask the Local Government Ombudsman to investigate. This applies whether you pay for your own care or are funded by the council. The Local Government Ombudsman is a free, independent complaints service. If they decide that Nu Staff has got things wrong, they can make recommendations to put things right.
- If a carer was the subject of the complaint they will be interviewed and asked to write a statement explaining their side of the story. If the complaint relates to customer service any member of staff involved will be asked to write a statement in the same way the carer would. The service user will then be asked for any feedback or input they would like to make in respect of any further action that may be made.
- The service user will be kept informed at all stages of the investigation. A letter will be written at the conclusion of the inquiry stating any action taken or any disciplinary procedures followed e.g. written warnings. This will be sent to the service user within 28 days of the complaint being received.
- All correspondence and statements will be kept and stored. This will include the complaint itself and the outcome of the investigation. Copies will also be attached to the carer's file if they were the subject of the complaint.

#### **Designated Complaints Officer Bournemouth Borough Council**

Adult & Community Support  
Room 100, 3<sup>rd</sup> Floor, Town Hall  
Bourne Avenue  
Bournemouth  
BH2 6DY

#### **The Local Government Ombudsman**

PO Box 4771  
Coventry  
CV4 0EH

Website [www.lgo.org.uk](http://www.lgo.org.uk)


By Texting 'Call back' with your name and mobile number to 0762 480 3014. someone will then call you back

#### **Opening Times and Out of Hours**

Our contact number is the same 24 hours (01202) 292870, our office hours are, 0900-1700 Monday through to Friday. Outside of normal office hours the on-call mobile can be called directly on 07917876031.

#### **We Can Provide Care For**

- young adults
- older people
- people with physical disabilities
- people with dementia
- people with sensory loss, including those with dual sensory impairment
- people with mental health problems
- people with learning disabilities

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## Useful Address's

### Care Quality Commission (CQC)

City Gate  
Gallowgate  
Newcastle Upon Tyne  
NE1 4PA  
Email [enquiries.southwest@cqc.org.uk](mailto:enquiries.southwest@cqc.org.uk)  
Tel: 03000 616161  
Fax 03000 616171

### Bournemouth Social Services

Adult & Community Support  
3rd Floor  
Town Hall  
Bourne Avenue  
Bournemouth  
Dorset  
Bh2 6dy  
Tel: 01202 454979 (Care Direct)

### Bournemouth NHS

Canford House  
Discovery Court  
551-553 Wallisdown Road  
Bournemouth  
DORSET

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