

Statement of Purpose

Unit A
602 Wimborne Road
Winton
Bournemouth
BH9 2EN

Phone: (01202) 292870
Email: carla@nu-staff.co.uk



Nu Staff are Proud to Care!

Nu Staff **ONLY** provide care and support for those individuals that live in their own homes, We arrange for carers to come to your home, at your convenience, to assist you with tasks that you perhaps find too difficult.

Our carer's are there to help you maintain your independence and dignity and will never force you to do anything that you are not happy with.

Our main belief is that **your rights are paramount**, you will be able 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 in a way which has positive outcomes for you whilst promoting your participation.

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 always welcome feedback from our service users and their friends and relatives.

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.

Meet assessed needs -

Before we provide services we ensure that your needs and preferences are thoroughly assessed. We aim to ensure that the care that we will provide meets the assessed needs of each person, that 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 whole-heartedly committed to providing top quality service and to continuously improve the level of the care we offer. We are regulated by the Care Quality Commission and have consistently achieved a rating of good in the following areas, the service we provide being safe, being 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 procedures to ensure we are employing staff that are able to meet the needs of those we support and also 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 Individual human being. The following rights are fundamental to our work.

Privacy: A persons right to privacy involves being free from intrusion or unwelcome attention. We aim to maximise your privacy in the following ways. Staff will enter a service user's property and rooms within the property only with express consent.

1. You have the right not to have to interact with or be interrupted by a worker when, for example, you are entertaining a visitor or are engaged on an intimate activity on your own account.
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 by our carers.
4. 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 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 your 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 you receive the necessary assistance with dressing and maintaining your clothes.
3. We will provide help for you if required with make-up, manicure, hairdressing and other elements of your appearance so that you can present yourself, as you would wish.
4. We aim to minimise any feelings of inadequacy, inferiority and vulnerability, which you may have arising from your disability.
5. We aim to treat you 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 your independence in the following ways.

1. We help you to manage for yourself where possible rather than becoming totally dependent on care workers and others.
2. We encourage you to take as much responsibility as possible for your own healthcare and medication.
3. We involve you fully in planning your own 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 focus on capabilities rather than on disabilities.

Security: When providing care to individuals with disabilities, there is a difficult balance to be struck between helping them to experience as much independence as possible and making sure that they are not exposed to unnecessary hazards. Taking care for 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 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 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 who is being helped.

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 any assistance, which you need to vote.
2. We want to help you to make use of as wide a range as possible of public services, such as libraries, education and transport.
3. We will encourage you to make full use of health services in all ways appropriate to your medical, nursing and therapeutic needs.
4. We will provide easy access for you and your friends, relatives and representatives to complain about or give feedback on our services.
5. If we are able, we will support you in participating as fully and diversely as you wish in the activities within your 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 your 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. Unless requested by you.
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.
5. We encourage you to exercise informed choice in your selection of the organisation and individuals 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 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 will try to 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 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 their life.

Services That We Can Provide:

- Assistance with aspects of personal care
- Showering and bathing
- Dressing and grooming
- Toileting and continence care
- Teeth and dentures
- Taking medicines
- 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 and serving 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 in a manner that respects the dignity of the individuals we are providing care for
- Housework, dusting and general tidying
- Washing floors, vacuuming, sweeping, laundry, ironing, making beds & changing the 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 their friends or to other activities
- Hobbies and recreations such as reading, photo albums, games, etc

Provider and Managers

Carla Snow is the full time Registered Manager for Nu Staff Image Plan Limited. She has over twenty three years experience working with various Service Users with Physical Disabilities, Sensory Loss, Mental Health Problems and Learning Disabilities.

Carla has managed Nu Staff now for fourteen years and has achieved her Registered Managers Award (RMA). She is responsible for the day to day running of the business.

Carla can be contacted at the address and telephone number below. Her direct e-mail is carla@nu-staff.co.uk.

Mrs Debbie Bush is the Deputy Manager, she has a wealth of experience in the working care sector, she has previously worked as an NVQ assessor. She has worked with the company for over eleven 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.

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
Dorset
BH9 2EN
Telephone: (01202) 292870
Company No: 7864475

Our Care Workers

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

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 carer's 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 homecarer within Nu Staff's employment.

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

All care workers agree to a police check and DBS first being carried out.

We will 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 by either the 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 agency.
- If there were any amendments made, 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 it. This applies whether you pay for your own care or the council funds your care. 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 in their own words explaining their side of the story. If the complaint relates to customer service or another matter 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. This enables us to go back and refer to old complaints a long time after they have been concluded.

Designated Complaints Officer

Bournemouth Borough Council
Adult & Community Support
Room 100, 3rd Floor
Town Hall
Bourne Avenue
Bournemouth
BH2 6DY

The Local Government Ombudsman

PO Box 4771
Coventry
CV4 0EH

Website 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

- younger 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

Useful Address's

Care Quality Commission (CQC)

City Gate
Gallowgate
Newcastle Upon Tyne
NE1 4PA
Email 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