



**HABITAT
HOMECARE**
Centred around you

**L & R BUCHANAN CARE SERVICES LTD
TRADING AS HABITAT HOMECARE**

STATEMENT OF PURPOSE

Please note the service will be referred to as
Habitat Homecare throughout this document

Statement of Purpose

Section 1: About the provider

Service provider	<i>L & R Buchanan Care Services Ltd trading as Habitat Homecare</i>
Legal entity	Limited Company Company Registration No. 09546839 Regulating body Care Inspectorate Wales (CIW) under the Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA)
Responsible individual	<i>Lisa Buchanan</i> <i>Director of L & R Buchanan Care Services Ltd trading as Habitat Homecare. Overall responsibility for business, fiscal management and quality of service. Holds a Level 5 NVQ Diploma in Management & Leadership (QCF)</i>
Manager of service	<i>Karen Sherwood</i> <i>Registered Care Manager with Social Care Wales, managing the service on a day-to-day basis. Holds a ILM NVQ level 4 Management</i>
Name of service	<i>Habitat Homecare</i>
Address of service	<i>Canolfan Gorseinon Centre Millers Drive Gorseinon Swansea SA4 4QN</i>
Contact details	<i>Tel. No. 01792 721720</i> <i>Email: Support@HabitatHomecare.co.uk</i> <i>Website: www.habitathomecare.co.uk</i>

Section 2: Description of the location of the service

We operate within the following regional partnership boards:

Western Bay

Abertawe Bro Morgannwg University Health Board

Swansea City & County Council

Bridgend County Borough Council

Neath Port Talbot County Borough Council

West Wales

Carmarthenshire County Council

Section 3: About the service provided

a) Range of needs we can support

We provide services to the following customer groups:

- **Physically Disabled**
- **Mental Health**
- **Dementia**
- **Palliative Care**
- **Stroke**
- **Sensory loss**
- **Frail and / or elderly**

The range of needs and tasks we carry out include but are not limited to:

- **Personal Care Needs**
Assisting clients to get up / to bed. Dressing and undressing. Personal hygiene (washing, bathing, shaving, hair care, toileting, oral care). Assisting to eat and drink. Continence care. Stoma care (by trained staff). Assisting with ear / eye drops (by trained staff). Prompting of Medication.
- **Domestic Care Needs**
Making / changing bedding. Light domestic tasks (washing up, cleaning, vacuuming, assisting with laundry), emptying of commodes, preparing drinks, snacks & meals, assistance with pets (feeding & dog walking).
- **Companionship and PA tasks**
Sitting services, shopping for clients. Assisting with bills, collecting pensions. Accompanying clients on excursions. Doctors' appointments, hospital accompaniment, optical, dental, chiropodist and hair appointments. Social & family engagements. Short breaks and holidays.
- **Respite Care**
Support for family and carers on a short-term basis.

- **Home from Hospital Support**

Support tailored to needs of clients whilst convalescing from an illness or operation

Specialist needs and tasks that we are unable to undertake include:

Toe and nail cutting, ear syringing, removing or replacing urinary catheters, bowel evacuations, bladder washouts, injections, filling of oxygen cylinders, tracheotomy care, lifting of customers if fallen (emergency services will be called), any invasive procedures.

Please do not ask staff to perform any of these tasks as they will be unable to support your needs. However, they will be able ask their manager to assist you to find a specially trained person through your doctor or other health professional. If you wish you can direct your enquiry to the office where we will endeavour to assist with your needs through the appropriate channels.

b) Age range of people using the service

18 years and over

c) Number of Care hours delivered

1000-2000 per week
average number of care hours delivered

Section 4: How the service is provided

a) Arrangements for admitting, assessing, planning & reviewing people's care

Before Habitat Homecare agrees to provide any care and support, the Care Coordinator or Field Care Supervisor will meet with the client, family member(s) or advocate(s) prior to the commencement of service delivery. This enables Habitat Homecare to assess individual needs, preferences and personal goals and ensure they can be met by our service. The personalised care plan, fire risk assessment and environmental assessment are all completed at this initial visit to ensure both clients expectations can be met in a safe manner and that the safety of our care staff is maintained.

Every client receives a copy of their own personal care plan mapping out how the service will be delivered to ensure that desired outcomes and choice of lifestyle are supported adequately. Care plans are reviewed quarterly (as a minimum or when necessary) by the Care Coordinator or Field Care Supervisor involving the individual and where appropriate a representative (family member, advocate, or health professional) to ensure ongoing needs are being met and personalised goals are achieved.

If any changes are made, new goals or outcomes can be set for the next period, so clients have their own action plan to encourage independence and engagement in their own care needs.

In the case of an emergency the personalised care plan will be prepared within 24 hours of the commencement of provision of care and support of the individual. In these situations, Habitat Homecare prepare a personal picture which is a breakdown of what is needed to be done at each visit. The carer will then use this temporary care plan in accordance with support from the Care Management team. All other documents for the client file will be completed within 7 days of commencement.

b) Standard of care and support

The values at the forefront of all our operations at Habitat Homecare include privacy, dignity, independence, security, civil rights, choice, fulfilment and diversity. Thus, enabling us to deliver a service designed for and where possible by the individual ensuring that their views, wishes and feelings are recorded and adhered to. When building our personalised care plans clients are asked amongst other topics:

- *about their support network*
- *who to contact in order in an emergency.*
- *how they like to live e.g., routines or habits*
- *their religious & cultural preferences*
- *what social activities or hobbies they wish to continue to pursue*
- *their likes & dislikes*

c) Language and communication needs for people using the service

Clients preferred communication methods are requested when compiling their personalised care plan. A full bilingual service in English and Welsh is available from the first point of contact including development of care plans and risk assessments. Where sign language, other verbal languages or the use of specialist equipment is identified, provision for this would be investigated on a customers' needs basis.

d) Cancellation / Withdrawal of Services

In line with our standard terms of business which all clients are provided, Habitat Homecare agree to the following:

- *The right to cancel – clients have the right cancel their agreement with us within the first 14 days*
- *We reserve the right to withdraw a care worker and or to cancel provision with immediate effect in circumstances which makes the continued provision of the service untenable. Such circumstances would include failure by the client or someone at their home to provide a safe environment and or appropriate equipment for the service, sexual or racial harassment, extreme alcohol consumption, unreasonable behaviour or request that a care worker undertake unreasonable or illegal activities*
- *If the client wishes to cancel or suspend the service for a period of time, we require 7 days' notice.*

Section 5: Staffing arrangements

a) Number and qualifications of staff

- *Our Registered Manager holds an ILM NVQ 4 in Management and has worked in the Care Sector for many years at Management and Operational Level.*
- *Our Senior Care Coordinator holds a Level 5 in Health & Social and has worked in the Care Sector for over 20 years both in residential care settings and home care.*
- *Our Care Co-ordinator is enrolled on a Level 3 Diploma in Health & Social care and has worked in the Domiciliary Care Sector for several years.*
- *Our Field Care Supervisors have several years care experience and either hold or enrolled on their Level 3 Diploma in Health & Social / QCF.*
- *We have a plethora of Care Staff, who already hold Level 2 (or 3) QCF in Health & Social Care or are currently enrolled with local teaching providers. Care staff are in the process of registration with Social Care Wales in line with regulations.*

b) Supervision arrangements

Before any new member of staff is permitted to work alone, an experienced member of the care team works in tandem with the new member of staff on a shadow shift. This is for new staff members to meet and greet clients which they will be caring for, to ensure that they can perform all the duties required of them and to ensure that they feel confident to work alone. The shadowing period is not set at a maximum number of hours as we wish our new members of staff to feel comfortable to work alone, are fully aware and capable of the role and responsibilities required of them to meet our clients care needs.

All care staff have regular (quarterly), unannounced spot checks by our Field Care Supervisor or Senior Care Champions. The results are documented, discussed with the individual, with appropriate actions taken and archived in staff HR file. Additional supervision and support is carried out by the Field Care Supervisor and Care Co-ordinator as required, for example when a change in the needs of the client is identified.

All members of the care staff have full support both during office hours and via the on-call service for out of office hours. The senior care team including the Care Manager, Field Care Supervisor and Care Co-ordinator are available for such support needs.

We have an open-door culture to encourage care staff to come into the office on a regular basis in order to improve communication between office and field-based staff. We believe this cultivates a positive and proactive environment where any concerns or observations can be discussed.

c) Staff recruitment and training

Habitat Homecare believes in providing competent, trained and experienced staff to our clients. We undertake a rigorous recruitment and selection process to ensure our staff meet the highest possible standards. All potential staff are required to complete an in-depth application form, have an initial pre-screen interview and if they meet the criteria are invited to attend a face-to-face interview. Candidates must provide a minimum of two professional or three-character references, undergo an enhanced DBS (or evidence they are on the DBS update service).

Only suitable individuals embark on our induction programme which covers all aspects of their role within the business, company policies & procedures, reporting lines, including the following training courses before meeting our clients:

- *Health & Safety*
- *Safeguarding of vulnerable adults*
- *Fire Safety*
- *Infection Control*
- *Food Hygiene*
- *First Aid*
- *Manual Handling*

After induction all care staff commence a 3-6 month probation period. During this phase new members of staff spend time shadowing an experienced carer and must complete the skills, knowledge and practical based competency assessment programme. This period ensures that a high quality of care is provided to our clients by care staff who have undergone an extensive training and assessment in both theoretical and practical aspects using a blended mix of e-learning, classroom courses and supervision support.

All staff meet with the Registered Care Manager at the end of their probation period and again for their annual appraisal. This reinforces overall standards of performance and ensures development needs are achieved. Any additional supervision, support or training can then be identified in a timely manner.

Habitat Homecare believes training is an invaluable tool not only for staff development but for the service we offer. Training is seen as a continual process therefore is included within quarterly staff meetings, where care staff express an interest, and / or an area of need is identified. We also endeavour and encourage all our staff in gaining further nationally recognised qualifications through the Qualification Credit Framework using our external training partners. Staff who are working towards management level are expected to enrol on QCF Level 5 in Health & Social Care.

d) Specialist training

At Habitat Homecare our clients have a broad spectrum of needs. Where clients present with specialist or more niche requirements for example stoma care, care staff involved with that client are trained by appropriate health professionals.

Dementia Training

As an organisation Habitat Homecare encourage all staff nationally to become Dementia Friends, to aid awareness of behaviours & specific needs. Our Senior Care Champion for Dementia Key Support is our key contact for staff, clients and their family members. They have undergone additional Dementia Awareness training and have an avid interest in this area. Habitat Homecare also looks for more memorable and unique methods to introduce training to staff especially around these key areas. For example, the attendance of both care and care management office staff to the “Belonging” play in the Taliesin Arts Centre.

The Responsible Individual is also a member of Dementia Friendly Swansea forum who meet quarterly to share best practise and to improve the well-being of individuals with varying degrees of dementia.

Habitat Homecare’s aim to set up additional Key Support roles for example End of Life / Palliative Care to aid our client’s needs through our Senior Care Champions.

Section 6: Facilities and services

Habitat Homecare has a secure primary office on the ground floor of the Canolfan Gorseinon Centre. The primary office is complimented within the Centre by a main reception, access to several private meeting, interview and training rooms with full disabled facilities. There is also a community café on the ground floor which can be utilised for informal meetings when appropriate.

Office hours are 9.00am to 5.00pm Monday to Friday. We actively encourage both staff and clients (current & potential) to visit us during these times. Should you need to contact us outside of these times we operate an on-call service which is available 24 hours, 365 days a year where a member of the senior care management team is available via the main telephone number.

Habitat Homecare retains a complete record of all qualifications, credentials and experience levels for each staff member, whether full-time, part-time, office or field based. These records are maintained on a fully secure electronic IT management system and in written format within lockable filing cabinets located within the secure primary office. These are of limited access for reasons of security, data protection (GDPR) and confidentiality.

Client records including care plans, risk assessments, client consent forms and completed daily logbooks are maintained and securely stored both electronically and in written format in parallel with the staff records. Clients are supplied with a Habitat Homecare Care File which includes a copy of our Statement of Purpose, Client Guide, Terms of Business, daily logbooks and their personalised Care Plan. Daily logbooks are collected and returned on a regular basis for audit and secure storage. We are required by law to keep these records for 3 years after the last entry. Our clients agree to return any such records to us once the service ends. We will provide access to these records upon request from any legal individual or organisation such Care Inspectorate Wales.

Section 7: Governance and quality monitoring arrangements

a) Quality Assurance

Habitat Homecare always aims to give the best possible care and service. Our staff undertake quality assurance visits (supervisions & quality service reviews) and quality control checks (spot-checks) to ensure that Habitat Homecare are providing the client with the quality of care & support equivalent to care industry best practice. Quality assurance visits provide the opportunity for Habitat Homecare to continuously improve and evolve the services supplied.

The Responsible Individual, Managing Director and Registered Care Manager meet on a weekly basis to discuss, business matters, service levels, staffing and clients, including any compliments, concerns, challenges and complaints raised. If necessary, appropriate planning and actions are made and delivered in a timely manner.

All care staff are observed in their place of work on a quarterly basis by the Field Care Supervisor or Senior Care Champion. This is always an unannounced visit in relation to quality assurance. All visits are treated in the strictest of confidence and the process ensures that there is no room for poor practice. Habitat Homecare care staff are also invited to complete an annual questionnaire, enabling the management team to obtain care staff feedback on all work-related matters. This allows the management team to provide necessary support to improve standards as an employer in the care industry. The Care Manager holds quarterly staff meetings and requests exit interviews with any staff leaving the business.

The Registered Care Manager holds quarterly staff meetings and evolves the 'Habitat Homecare Carers Charter' following these meetings. Exit interviews with any staff leaving Habitat Homecare are requested to ensure we continuously reflect on our operational practices and staff welfare.

The Senior Care Team visit clients on a quarterly basis to complete a Quality Service Review Form in parallel with reviewing care plans. This gives our customers the opportunity to express views and share experiences regarding our service. This presents the opportunity for the management team to address any further needs or issues clients may have.

Biannually clients receive a service questionnaire to record views and experiences as part of Habitat Homecare's quality assurance program. The questionnaires are posted out to all current clients containing a pre-paid return envelope. The completion of questionnaires is voluntary and will be treated with the strictest confidence. The findings of the quality assurance reports are audited, analysed and actioned appropriately. This is done to ensure continual development and improvements are delivered to both clients and staff.

b) Compliments, Complaints and Concerns Process for Customers

At Habitat Homecare we listen to feedback about our services and take any concerns seriously. We investigate all complaints and tell clients what we find. Where there are shortfalls we take prompt action to put this right. We welcome all comments, whether these are concerns, complaints or compliments. Compliments help us to know what we are doing well. We tell our staff about compliments we receive and ensure that all compliments are fully fed back to those involved.

As a quality provider we are committed to providing our clients with excellent service. We make every effort to achieve this; however, if something falls short of expectations, we want clients to tell us so that we can improve our services. Concerns or complaints may be about a delay, an unreliable or poor standard of service, a discourtesy or a failure to talk and communicate effectively about how care and support is carried out.

We understand that it might be difficult for clients to complain because they may worry that this could affect their service. Please be assured that Habitat Homecare takes complaints or concerns seriously and will never treat clients differently because a complaint has been raised. It is the clients right to complain and our opportunity to learn from the feedback.

Clients may choose to make a complaint anonymously; however, this may limit our ability to investigate concerns properly. Also, Habitat Homecare will not be able to update the client on the outcome or processes carried out to ensure that the complaint is fully dealt with. The client, family, friend or advocate can raise a concern or make a complaint either in writing (including email), by phoning or calling into our offices.

*Habitat Homecare, Canolfan Gorseinon Centre, Millers Drive, Swansea SA4 4QN
Tel. No. and out of hours: 01792 721720
E mail: Support@Habitahomecare.co.uk*

If help is required to make a complaint Habitat Homecare can offer the client support to do so. We can provide information about local advocacy services or arrange for sign language support for clients with communicate difficulties.

Habitat Homecare will always.

- *Be sensitive and listen carefully to our clients concerns.*
- *Discuss the nature of the concerns with the client and agree with them what needs to happen next.*
- *Record concerns or complaints and the action that was taken.*

If client concerns can be resolved through a telephone call, then we will do this without delay. e.g., the care worker who is usually punctual has not arrived on time. However, if something is more serious or a formal complaint is made, Habitat Homecare may need to carry out a full investigation.

In such cases Habitat Homecare will:

- *Acknowledge the complaint in writing within 2 working days and inform the client how we will investigate it, the name of the person who will be dealing with the complaint and when to expect an outcome.*
- *Investigate the complaint thoroughly and impartially without delay. This may include looking at our records or talking to the care worker if the complaint is about them.*
- *If other agencies are involved, we may need to talk to them. If we think that the client may be at risk from abuse, then we may need to refer the matter to the*

Adult Social Services Department and notify the regulator for adult social care, Care Inspectorate Wales.

- *In most cases we will ask the clients' permission first. Sometimes we may need to pass on information if we believe that a criminal offence may have been committed or if the client is at risk but are not able to understand this.*
- *When we have investigated the complaint, we will write to the client to tell them what we have found and what we will do to put things right. We aim to send this report within 15 days from the complaint being raised. If the case is more complex this may take up to a month. The client will have up to ten working days to tell us if they are satisfied with our response and to make any comments.*
- *We will keep the client advised of progress relating to the complaint on at least a weekly basis. In exceptional circumstances there may be slight delays. In these cases, we will try and agree a longer time frame with the client.*
- *If the complaint relates to poor performance or conduct by a care worker, then this is likely to be managed under our staff disciplinary procedures. We are happy to provide the client with a copy of this procedure upon request.*

If clients are unhappy about the way Habitat Homecare have dealt with their complaint, they may wish to take the matter further:

- *Inform the regulator for adult health and social care if our service may be in breach of its statutory duties. The regulator will look into cases where the provider of services may be failing to comply with essential standards of quality and safety:
Care Inspectorate Wales, Welsh Government Office, Rhydycar Business Park, Merthyr Tydfil CF 48 1UZ
Tel. No. 0300 7900 126 Email CIW@gov.wales*
- *Contact the Local Authority Social Services Department:
Swansea City & County Council, Civic Centre, Oystermouth Road, Swansea SA1 3SN
Tel. No. 01792 636000*
- *Ask the Public Services Ombudsman for Wales to investigate the matter on their behalf. The ombudsman will investigate cases of maladministration. It cannot investigate the decision made by us but can look into the way in which a decision was reached. This service is free of charge and is available to clients who receive funding from their local authority. Please be aware that the ombudsman will check that Habitat Homecare and the local authority has had a fair opportunity to deal with the complaint first:
Public Services Ombudsman for Wales
Advice Line: 0300 790 0203
Website: www.ombudsman-wales.org.uk*
- *Obtain further advice and information from the United Kingdom Home Care Association (UKHCA). Habitat Homecare is a member of this trade association.*

United Kingdom Home Care Association, Group House, 2nd Floor, 52 Sutton Court Road, Sutton, Surrey SM1 4SL
Tel. No. 020 8288 5291
Email: helpline@ukhca.co.uk
Website: www.ukhca.co.uk

- *Local Advocacy Services:*
Advocacy Support Cymru – Tel. No. 029 2054 0444
Carers Advocacy Services (Swansea) – Tel. No. 01792 653344

We want to learn from all concerns and complaints. Therefore, we will use information about service failures to improve the way that we work. All complaints and concerns received by Habitat Homecare will be recorded and stored securely and confidentially. These records will be available to the regulatory bodies when they carry out their inspections to check that we are meeting all regulations.