



Statement of Purpose

Divine Care Provider Ltd

**Unit 5, Park Farm
Kelvedon Road
Inworth
Colchester
CO5 9SH**

Tel: Office Number 01376 572222

Mobile Number 07540725189

Divine Care Provider Ltd

Up-dated- 5th March 2024

Statement of Purpose

AIMS & OBJECTIVES OF

Divine Care Provider Ltd

Domiciliary Care Provider

Welcome

To provide Domiciliary Care to enable people to continue living in their own homes.

Support Objectives

The Agency aims to: *Offer skilled care to enable people supported by us to achieve their optimum state of health and well-being. *Treat all people supported by us and all people who work here with respect at all times. *Uphold the human and citizenship rights of all who work and visit here and of all Client's. *Support individual choice and personal decision-making as the right of all Client's. *Respect and encourage the right of independence of all Client's. *Recognise the individual uniqueness of Client's, staff and visitors, and treat them with dignity and respect at all times. *Respect individual requirement for privacy at all times and treat all information relating to individuals in a confidential manner. *Recognise the individual need for personal fulfilment and offer individualised programmes of meaningful activity to satisfy that need of Client's and staff.

Details of Registered Provider, Nominated Person and Registered

Manager Registered Provider:

Address:

Divine Care Provider Ltd
Unit 5 Park Farm
Kelvedon Road
Colchester
Essex
CO5 9SH

Registered Manager

Name: Diane Winestein

Address:

Divine Care Provider Ltd,
Unit 5 Park Farm
Kelvedon Road
Colchester
Essex
CO5 9SH
07540725189

Experience: I have been the Registered Manager for Divine Care Provider for the last year, previously I was the Nominated Individual for Divine Care Provider for 8 years. During this time I have been involved in all aspects of the company. I have worked for 3yrs with Scope. Scope is a charity that supports people of all ages that are

physically and mentally impaired. Previously I worked for 23yrs with children, this at times involved working with vulnerable children and their families.

Nominated Person:

Name: Mr Mohamed Mire

Address:

Divine Care Provider Ltd,
Unit 5 Park Farm
Kelvedon Road
Colchester
Essex
CO5 9SH

07496388809

Qualifications: NVQ 7 in Health & Social Care.

Profile- Since September 2008, Mr. Mire has been a director of two very successful care agencies. As a senior member of these companies, he has a sound understanding and experience of risk management, compliance and corporate governance. Furthermore, he has many years of experience working within the capacity of head of IT in a reputable money service business. In addition to obtaining a Microsoft Certified Professional, Higher National Diploma in Business Information Technology and MBA Master of Business Administration. In addition:

- An accomplished IT technician with Microsoft Certified qualifications
- Extensive hands-on experience of major hardware and software applications
- Well-developed background in the diagnosing and troubleshooting of PCs, networks and peripherals, systems administration, and end user support.

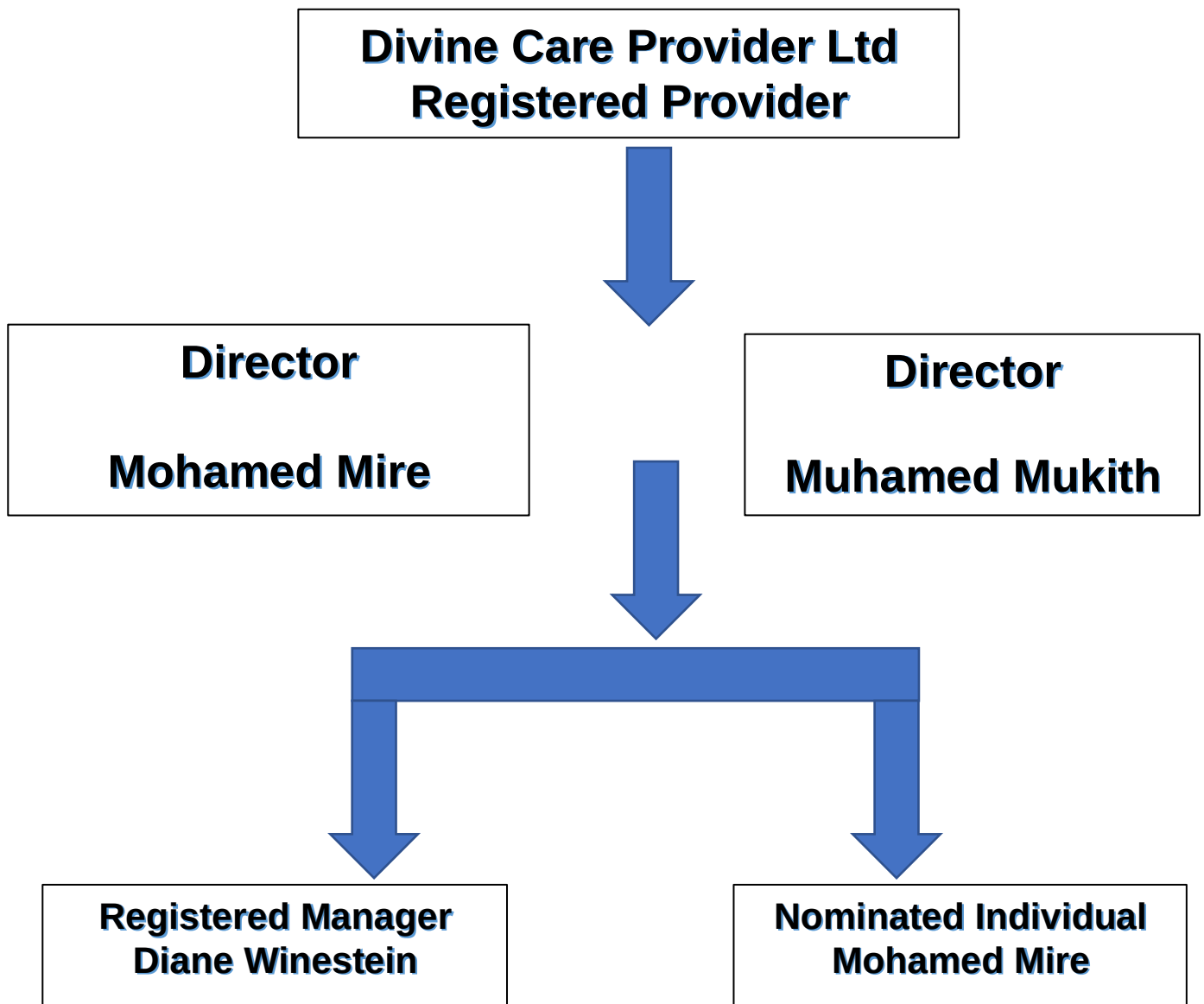
Staff Profile

The staff allocated to support you will be chosen in order to match their skills with your needs, and also to minimize travelling distances in order to support good time attendance. In addition to the direct support staff the Registered Manager works 40 hours per week, most of which should be in addition to the levels displayed. In certain circumstances the manager may be included within the staffing levels described. Staffing levels may be changed at the discretion of the Manager if there are particular needs. Care staff work on a Rota system which ensures that the service is staffed by the appropriate number and skill mix, including weekends and public holidays. New employees are inducted to National Training Organization standards within 12 weeks of employment. We manage and train our employees with the aim that all of our Carer's are offered to achieve a RQF diploma. All other employees receive the training appropriate to their work, for example Food Hygiene for catering staff. All employees receive annual training in health and safety matters such as moving and handling, fire awareness and procedures, adult protection issues, and a range of other matters.

Philosophy of Care

*All people supported by and who work at the Agency and all people who visit will be treated with respect at all times. *We aim to offer skilled care to enable people supported by us to achieve their optimum state of health and well-being. *We will support you with your nutritional and dietary needs *We uphold the human and citizenship rights of all Client's and all who work and visit here. *Individual choice and personal decision-making are the right of all Client's and will be supported by all the people who work here. *The right of independence will be respected and encouraged for all Client's. *The individual uniqueness of Client's, staff and visitors will be recognized and these people will be treated with dignity and respect at all times. *The individual requirement for privacy will be respected at all times and all information relating to individuals will be treated in a confidential manner. *We recognize the individual need for personal fulfilment and aim to offer individualised programme's of meaningful activity to satisfy the needs of Client's and staff.

Organisation of the the Agency



Description of Our Services and Facilities

Services Offered

The following services are provided at The Agency's location:

- » Domiciliary care service

The following regulated activities apply to services provided by The Agency:

- » Personal Care

The Agency provides services for the following bands of Client:

- » Older people
 - Adults
 - Mental health
 - Physical disability
 - Sensory impairment
 - Dementia

The following Care and Support Services are provided by The Agency:

- » Alzheimer's
- AIDS/HIV
- Cancer Care
- Palliative Care
- Motor Neuron Disease
- Multiple Sclerosis
- Parkinson's Disease
- Orthopedic
- Stroke
- Visual Impairment
- Speech Impairment
- Convalescence
- Respite Care

Person Centred Care Plans are reviewed on an individual basis, according to assessed need and regulatory and contractual requirements.

Therapeutic Activities

Divine Care Provider Ltd has a policy of promoting the maintenance of Client's normal social network and social activities. The Client's Care Plan includes a facility for recording life history, social networks and contacts, and preferences for activities and hobbies in order that the Client is offered access to those networks and activities which are appropriate and desired.

Making a Complaint and Giving Compliments

We believe that complaints and compliments are a valuable indicator of the quality of our service, and an opportunity to improve that quality. We assure all Client's that no-one will be victimized for making a complaint, we encourage Client's to instigate the complaints procedure whenever they feel that this is necessary. We do not wish to confine complaints to major issues. We encourage Client's to comment when relatively minor matters are a problem to them, such as receiving cold food, or being kept waiting without explanation, or being spoken to in a manner that they do not like. It is our policy that all matters which disturb or upset a Client should be reported, recorded, and corrective action should be taken. Only in that way can we work towards meeting our aim of continuously improving our service.

Our commitment is that:

- » All complaints will be taken seriously;
- » All complaints will be acted upon with fairness and impartiality;
- » You will receive a response within 24 hours of the complaint being made, and a final reply within 28 days;
- » If the complaint is upheld, you will receive a written apology and appropriate action will be taken to rectify the complaint, and you will be informed of what that action is;
- » Client's are entitled to involve an impartial third party in the complaint procedure if they so wish.

Client and their representatives may take their complaints to persons in authority outside The Agency. For Client's funded all or in part by Social Services or the Clinical Commissioning Group, complaints may in the first instance be directed to them. For privately funded clients, a range of advocacy services are available locally and they will be happy to help you deal with the complaint. In the event of a serious issue and complaint, you should contact the CQC.

Addresses:

Director of Social Services: Adult Social Care County Hall, Market Road, Chelmsford. Essex, CM1 1QH Tel- 0845 603 7630	Care Quality Commission: Care Quality Commission (CQC) National Correspondence Citygate, Gallowgate Newcastle upon Tyne NE1 4PA Tel: 03000 616161 Fax: 03000 616171
Local Clinical Commissioning Group: Maldon & South Chelmsford St Peters Hospital, 32a Spital Road, Maldon, Essex, CM9 6EG Tel- 01621 727300	The Local Government and Social Care Ombudsman PO Box 4771, Coventry CV4 0EH, Tel: 0845 602 1983 or 024 7682 1960, Fax: 024 7682 0001, advice@lgo.org.uk

Advocates

Client's have the right to access external agents who will act in their interests to help them solve problems, discuss concerns etc. The Registered Manager will be happy to provide information on local advocacy groups and other support networks.

Some of those currently known to us are:

- » Unit 8, Whitelands Business Park Telling Road Hatfield Peveral Chelmsford Essex, CM3 2AG
- » Age UK Essex 112 Springfield Road Chelmsford Essex, CM2 6LF Tel: 01245 346 106 or 01245 264 499
- » Advocacy (Essex) Services Ltd Unit 8, Whiteland Buisness Centre, Terling Road, Hatfield Peverel Chelmsford, Essex, CM3 2AG

Arrangements for your voting rights can be made through the:

Maldon District Council, Princes Road, Maldon, Essex, CM9 5DL Tel- 01621 854477

Other documents

You are invited to review the latest CQC inspection report on the establishment, and the latest summary of Client's and Client;s families' views on the Services offered. These are not included in this pack because they rapidly become out of date. A copy of each will be given to you on the service commencement subsequently published on the notice board in The Agency, and copies are available from the manager at any time.

Complaints Form

Date:
Details of complaint:
The outcome that you expect:
Your name:
Signed:
Date received:
Received by (sign):

Privacy and Dignity

We aim to respect your privacy and dignity at all times. Please speak out or speak to the supervisor or Registered Manager if your privacy or dignity is not being respected.

Client's privacy:

All Client's have the right to be alone or undisturbed and to be free from public attention or intrusion into their private affairs. The staff of The Agency are guests in the Client's residence.

Staff will enter a Client's property and rooms within the property only with express consent.

Staff of The Agency respect the rights of Client to make telephone calls without being overheard or seen by a worker.

Records will be designed, used and stored so as to assure privacy. Legislative controls over records, such as the Data Protection Act, will be adhered to, and the Client's explicit permission in writing will be sought before information is passed to any person other than those directly concerned with the care of the Client.

Records will be made available to the Client's principal Carer and family according to the wishes of the Client

Client's dignity

Your dignity is a matter of prime importance to us, and all staff receive training in this area.

You will be asked for the name by which you wish to be addressed, and this name will be recorded on your Person Centred Care Plan and used by all staff. You are perfectly entitled to ask that your principal Carer's use one name, and others use another name. The level of familiarity is under your control. In the absence of information to the contrary, staff will address you formally, using your title and surname.

Staff are trained to be sensitive to your feelings when in company.

The Agency seeks to reduce any feelings of vulnerability which Client's may have as a result of disability or illness.

	Key Line of Enquiry
S1 -	How are people protected from bullying, harassment, avoidable harm and abuse that may breach their human rights?
E1 -	How do people receive effective care, which is based on best practice, from staff who have the knowledge and skills they need to carry
E3 -	How are people supported to eat and drink enough and maintain a balanced diet?
C1 -	How are positive caring relationships developed with people using the service?
C2 -	How does the service support people to express their views and be actively involved in making decisions about their care, treatment and support?
C3 -	How is people's privacy and dignity respected and promoted?
C4 -	How people are supported at the end of their life to have a comfortable, dignified and pain free death?
R1 -	How do people receive personalized care that is responsive to their needs?
R2 -	How does the service routinely listen and learn from people's experiences, concerns and complaints?
W1 -	How does the service promote a positive culture that is person-centered, open, inclusive and empowering?