

Quinn Domiciliary Aims and Objectives



Our Easy Read
Statement of Purpose
and
Aims and Objectives

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You may like to have someone to support you and read this information to you.

What is this leaflet about?

 <p>QUINN DOMICILIARY AGENCY LTD</p>	<p>This leaflet gives you information about Quinn Domiciliary Agency Ltd</p>
	<p>The services we provide</p>
<p>Disabilities</p> 	<p>Why we think Quinn Domiciliary Agency Ltd could be the right choice for you.</p>
	<p>How we review and monitor services</p>
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Our Aims and Objectives



Quinn Domiciliary Agency Ltd will sometimes refer to you as a 'Service User', as we are providing you with a service and you are using a service from us.

Quinn Domiciliary Agency Ltd helps you to live in your own home but have the support of a member of our team, who we call 'Support Worker'.



Our staff are available all day and every day of the year. The Manager is available during office hours, we have an on-call system, where you can contact either the Manager or the Senior Support Team, they are contactable by phone to deal with any emergencies or problems.

Quinn Domiciliary Agency Ltd will:

- ❖ **Make sure each Service User receives a high standard of care and has an individual support package.**
- ❖ **Involve family, friends and the Local Health Authority in your support package.**
- ❖ **Understand and act upon your individual needs.**
- ❖ **Support your involvement within the community.**
- ❖ **Support all religious and cultural beliefs.**
- ❖ **Provide support and stability.**

The services we provide

Quinn Domiciliary Agency Ltd can provide services to adults from 19 years old who have learning disabilities including Autistic Spectrum Disorder, sensory disabilities, mental health needs, physical disabilities and sensory impairments.

We can provide support with:

	Dressing
	Getting in and out of bed
	Personal hygiene and grooming
	Health
	Food
	Housekeeping
	Social and leisure activities

	<p>Assisting service users with their personal affairs</p>
	<p>We understand that our service users are responsible for taking their own medication, but however, we will give medication if it has been agreed in your individual support plan and medication risk assessment.</p>



Our principles

Quinn Domiciliary Agency Ltd will ensure the following principles are met:

- ❖ To focus on our service users
- ❖ Ensure that we are fit for purpose by regularly reviewing our services
- ❖ To provide a support package suitable for the overall needs of each individual service user
- ❖ Before services are provided an assessment is taken, this will help us to offer you the right care package, which is then reassessed at regular reviews.
- ❖ To provide a quality service
- ❖ To employ a quality work force and to ensure that staff are trained to a high standard.

Service Users Rights

The aim of good quality domiciliary care is to promote a way of life for service users which allows them to enjoy their rights as human beings. The following rights are important to Quinn Domiciliary Agency Ltd:

	<p>Privacy: We aim to maximise our service user's privacy in the following ways:</p> <ul style="list-style-type: none">❖ Upon entering a service user's property, and rooms within the property with permission from the service user❖ A service user has the right not to be disturbed by a member of Quinn Domiciliary Agency Ltd staff.❖ We respect that a service user's possessions are private and always act on the principles that our staff are guests in our service user's homes❖ Our staff respect the fact that service users have the right to make telephone calls in private.❖ We ensure our records of the service provided are only seen by those with a legitimate need to know the information they contain.
	<p>Dignity: Quinn Domiciliary Agency Ltd maximise our service user's dignity in the following ways:</p> <ul style="list-style-type: none">❖ Service users who require assistance with bodily tasks, such as personal care, are to be supported by staff of their own choice❖ We support service users with dressing and ensuring that their clothes are kept clean and tidy❖ We will provide help for service users with make-up, manicure, hairdressing and their appearance so that they can present themselves as they wish to❖ We aim to minimise any feelings of inadequacy, inferiority and vulnerability which service users may have arising from their disability.❖ We respect service users' individuality and will promote cultural needs, we will introduce service users to others in their preferred style and aim to maintain relationships which are warm and trusting but are appropriate to the relationship of worker to service user.



Independence:

Quinn Domiciliary Agency aim to maximise the independence of our service users in the following ways:

- ❖ We help service users to help themselves
- ❖ We encourage service users to take as much responsibility for their own medication and healthcare (where possible)
- ❖ Service users are encouraged to be involved in their support package
- ❖ All staff will work in partnership with family, carers, friends and other agencies
- ❖ We will encourage a service that is focused on what each individual can do.



Security:

Quinn Domiciliary Agency respond to our service users' needs for security in the following ways:

- ❖ 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 risk
- ❖ We hope to create an environment which is free from unnecessary levels of danger to vulnerable people or their property
- ❖ We always carry out risk assessments in relation to premises, equipment and the activities of the service users who are being supported
- ❖ Our staff will advise service users about situations or activities in which their disability could put them or their property at risk
- ❖ Our staff are trained and are aware of how to provide services responsibly and professionally.



Civil Rights:

Quinn Domiciliary Agency aim to help our service users to continue to enjoy their civil rights in the following ways:



- ❖ We will support service users to participate in elections if they wish
- ❖ We want our service users to have access to as many public services as possible, such as libraries, gyms, education and transport
- ❖ We will encourage all service users to make full use of health services
- ❖ We will provide easy access for our service users and their friends, relatives and representatives to complain about or give feedback on our services
- ❖ If we can, we will support our service users if they wish to participate in voluntary and/or charitable work.



Choice:

Quinn Domiciliary Agency respond to our service users' right to choice in the following ways:

- ❖ Avoiding a pattern of service delivery, which leads to regular timing for activities like getting up and going to bed.
- ❖ When arranging and managing services, we will respond as far as possible to service users' preferences as regards with staff, they feel most comfortable
- ❖ We respect each service user as individuals
- ❖ We hope to create an environment and ethos in our service delivery which welcomes and responds to individual service users' cultural needs.

	<p>Fulfilment: Quinn Domiciliary Agency respond to our service users' right to fulfilment in the following ways:</p> <ul style="list-style-type: none"> ❖ For service users to take part in as many social and cultural activities as possible. ❖ If requested, we will assist a service user with religious or spiritual matters. ❖ 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 ❖ We make particular efforts to understand and respond to the wish of any service user to participate in minority-interest events or activities ❖ We will do everything possible to help a service user who wants to achieve an unfulfilled task, wish or ambition.
	<p>Diversity: Quinn Domiciliary Agency respond to our service users' right to express their diversity in the following ways:</p> <ul style="list-style-type: none"> ❖ Positively communicating to our service users that their diverse backgrounds enhance the life of the community ❖ Respecting the ethnic, cultural and religious practices of service users ❖ Not accepting negative and discriminatory behaviour by staff and others. Accommodating individual differences without censure ❖ Helping service users to celebrate events, anniversaries and festivals which are important to them.

Co-ordination



Quinn Domiciliary Agency Ltd ensure to operate closely with other care and health service organisations to provide service users with a dynamic and integrated service.

Insurance



Quinn Domiciliary Agency Ltd ensure to operate closely with other care and health organisations to provide service users with a dynamic and integrated service.

A copy of our insurance policy is available on request. Our insurance is arranged with:

Giles Insurance Brokers
Charity and Healthcare Division
Temple Point, 7th Floor
1 Temple Row
Birmingham
B2 5YB

Tel: 0121 200 4920

www.gilesinsurance.co.uk

Staff



Through our carefully selected recruitment policy, Quinn Domiciliary Agency Ltd undertakes to employ only those persons it believes to have the right skills, education, training, prior work experience and attitude which will compliment and improve the quality of care we deliver. All of our support team are provided with an induction training programme within the first 12 weeks of employment and are given training throughout their employment with Quinn Domiciliary Agency Ltd.

Claire Henderson is our Registered Manager

Registered Address

Our registered address is:

The Office, Hendersons Farm

Loamy Hill Road, Tolleshunt Major,

Maldon, Essex, CM9 8LS

01621 9890047

Admin@quinn-da.co.uk

Complaints Policy and Procedure



Quinn Domiciliary Agency Ltd is committed to providing a high quality of service at all times. Complaints, problems or concerns about any aspect of our work will be taken very seriously and dealt with as promptly as possible. Every effort will be made to resolve any problem satisfactory.

	<p>Service users, carers and their representatives are aware of how to complain, and that the agency provides easy to use opportunities for them to register their complaint.</p>
	<p>A named person will be responsible for the administration of the procedure.</p> <p>Named person: Claire Henderson</p>
	<p>Every written complaint is acknowledged within 2 working days with a written reply.</p>
	<p>All complaints are investigated within 28 days of being made.</p>



All complaints are responded to in writing within 28 days of being made.



Complaints are dealt with promptly, fairly and sensitively, with due regard to the upset and worry that can cause to both staff and service users.