

Statement of Purpose

This document summarises basic information about Quinn Domiciliary Agency Ltd for users of our service, people who are considering our service, and the friends, relatives, carers and representatives of users and potential users. It includes information required by Regulation 12 and Schedule 3 of the Care Quality Commission Regulations 2009.

Our Aims and Objectives

Quinn Domiciliary Agency Ltd offer adults with learning disabilities an opportunity to live in the comfort of their own home but with the added support of a support worker offering personal care, guidance and assistance when needed. We are a family run business, with a wealth of experience in the care sector.

Quinn Domiciliary Agency Ltd are available on a 24-hour basis throughout the year. The Registered Manager is available during office hours between 9.30am and 4.30pm, Monday to Friday and the management team offer an on-call system during all other times.

Our aim at Quinn Domiciliary Agency Ltd is that the wellbeing and safety of each service user is paramount. The needs of all our service users are met in a warm and caring environment. We will promote life and social skills, by providing each person with the opportunity to develop outside interests. We aim for every adult to be accepted as an individual and not just a disabled person.

Quinn Domiciliary Agency Ltd Will:

- Develop and maintain high standards of care for each individual.
- Work alongside and in partnership with parents or carers and the Local Health Authorities.
- Be aware of individual needs and respond accordingly.
- Integrate all adults into the community and encourage the acceptance and understanding of learning and physical disabilities within it.
- Establish individual care plans and identify the adult's individual needs.
- Enable adults to meet their religious and cultural beliefs.
- Provide support and stability, thus allowing service users to live in the comfort of their own home, whilst maintaining independence and social skills.

Quinn Domiciliary Agency Ltd provides personal care to adults from the age of 19 years old and up to the age of 65 years, with learning disabilities including autistic spectrum disorders, sensory disabilities, mental health needs, physical disability and sensory impairment.

We do not provide a service to children.

Arrangements will be made for our manager Claire Henderson to make an initial visit to meet potential service users, or an arrangement can be made for a visit to our agency office in Tolleshunt Major, Maldon, Essex at a convenient time to yourselves. A care package can be established, including times, days and the duration of visits, suitable and skilled support workers will be chosen.

Should an urgent initial visit be required, please inform us of this matter.

Support workers from Quinn Domiciliary Agency Ltd are trained, supervised and supported to provide a personal care service for people with a range of disabilities and will ensure:

- Every service user is encouraged to exercise their right to control their own personal and financial affairs.
- Every service user is encouraged to maintain control over their own life, make their own decisions and freely express their wishes.

The services we provide are based upon an assessment of needs and reflect the requirements of a personal care plan. Care can be provided in the following areas:

- Dressing.
- Assisting in and out of bed.
- Personal hygiene and grooming.
- Health.
- Food.
- Housekeeping.
- Social and leisure activities.
- Assisting service users with their personal affairs.

As a domiciliary care agency we work on the basis that most of our service users will remain responsible for their own medication. Quinn Domiciliary Agency Ltd will assist with administering medication if it has been agreed as part of an individual service users' care plan and is consistent with the outcomes of the needs and risks assessments and service user plans.

Our Principles

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

- To focus on our service users. We aim to provide personal care and support in ways which have positive outcomes for service users and promote their active participation.
- Ensuring we are fit for our purpose. We examine our operations constantly to ensure that we are successfully achieving our stated aims and purposes. We welcome feedback from our service users and their friends and relatives.
- To work for the comprehensive welfare of our service users. We will provide a care package suitable for the overall personal and healthcare needs of each individual service user. We will work in partnership with other services and professionals to help maximise each service user's independence, whilst ensuring as fully as possible, the service user's maximum participation in the community.
- To meet assessed needs. Before providing a service, we will ensure that a potential service user's needs and preferences are thoroughly assessed. We will re-assess each service user's needs on a frequent basis when necessary. Our support will have the flexibility to change upon the needs and requirements of each service user.
- To provide quality services. We are committed to offering a high standard of care at all times and to ensure our services are continuously improved when necessary.
- To employ a quality workforce. Standards for our managers and staff are based on the National Occupational Standards for the care industry set by the National Training Organisation.

Service User's Rights

The aim of good quality domiciliary care must always be to promote a way of life for service users which permits them to enjoy, to the greatest possible extent, their rights as individual human beings. The following rights are fundamental to Quinn Domiciliary Agency Ltd.

Privacy

An individual's rights to privacy involves being free from intrusion or unwelcome attention. We aim to maximise our service user's privacy in the following ways:

- Upon entering a service user's property and rooms within the property only with express consent.
- A service user has the right not to have to interact with or be interrupted by a worker when, for example, they are entertaining a visitor or are engaged on an intimate activity on their own account.
- We respect the fact that a service user's possessions are private and always act on the principle that our workers are guests.
- Our workers respect the fact that service user's have the right to make telephone calls and carry on conversations without being observed or overheard by a worker.
- We ensure that our records of the service provided are only seen by those with a legitimate need to know the information they contain.

Dignity

We understand and respect the value of individual service users as people and the specific nature of each person's particular needs. We aim to maximise our service users' dignity in the following ways:

- We arrange for service users who require assistance with bodily tasks, such as bathing, dressing, and toileting to be helped by workers of their own choice.
- We will ensure that all service users receive the necessary assistance with dressing and maintaining their clothes.
- We will try to provide help for service users with make-up, manicure, hairdressing and other elements of their appearance so they can present themselves as they would wish.
- We aim to minimise any feelings of inadequacy, inferiority and vulnerability which service users may have arising from their disability.
- We treat service users with the upmost respect that reinforces individuality. We will address and introduce service users to others in their preferred style, responding to specific cultural demands and requirements, and aim to maintain relationships which are warm and trusting but are appropriate to the relationship of worker to service user.

Independence

Independence means to have the opportunity to think, plan and take sensibly calculated risks without constant reference to others. We aim to maximise the independence of our service users in the following way:

- We help service users to manage for themselves where able, instead of becoming totally dependent on support staff and others.
- We encourage service users to take as much responsibility for their own medication and healthcare.

- Service users are encouraged to be involved to devise their own care plans and manage their own records of care.
- All staff will work in partnership with family, carers and other agencies involved to ensure a continuous care service.
- We will encourage a service that is focused on each individual's capabilities rather than on disabilities.

Security

When providing services to people with disabilities, it is important to help them gain independence whilst striking a balance to ensure 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 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:

- 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.
- We hope to help create a physical environment which is free from unnecessary sources of danger to vulnerable people or their property.
- We always carry out thorough risk assessments in relation to premises, equipment and the activities of the service user who is being helped.
- Our staff will advise service users about situations or activities in which their disability is likely to put them or their property at risk.
- The staff at our agency are well selected, trained and briefed to provide services responsibly, professionally and with compassion and never to exploit their positions to abuse a service user.

Civil Rights

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

- If service users wish to participate in elections, we will try to access the necessary information and either provide or obtain any assistance which they need to vote.
- We want our service users to have access to as many public services as possible, such as libraries, education and transport.
- We will encourage all service users to make full use of health services in all ways appropriate to their medical, nursing and therapeutic needs.
- 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 in their participating as fully and diversely as they wish in the activities of their 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 our service users' right to choice in the following way:

- We avoid a pattern of service delivery which leads to compulsory timings for activities like getting up and going to bed.

- We will manage and schedule our services so as to respond as far as possible to service users' preferences as regards with staff they feel most comfortable.
- We respect service users' eccentricities and personal preferences.
- We hope to cultivate an atmosphere and ethos in our service delivery which welcomes and responds to cultural diversity.
- We encourage service users to exercise informed choice in their selection of the organisation and individuals who provide them with assistance.

Fulfilment

Fulfilment is defined as the opportunity to realise personal aspirations and abilities. It recognises and responds to 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:

- We try to help service users to participate in as broad a range of social and cultural activities as possible.
- If requested, we will assist a service user to participate in practices associated with religious or spiritual matters and to celebrate meaningful anniversaries and festivals.
- 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.

Diversity

Britain's social care services are used by people from a wide diversity of ethnic and cultural backgrounds. Services therefore need to be accessible. We need to make particular efforts to reach out to vulnerable people who might have been deterred from approaching agencies which appear not to relate to their special needs and aspirations, and to demonstrate that we welcome and celebrate the wide range of people in the community generally and among the users of services in particular. We respond to service users' rights to express their diversity in the following ways:

- 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.
- Outlawing negatively 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

A copy of our insurance policy is available upon 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

Fax: 0870 197 3289

www.gilesinsurance.co.uk

Staff

Through our robust and carefully selected recruitment policy, Quinn Domiciliary Agency Ltd undertakes to employ only those persons it believes have the requisite skills, education, training, prior work experience and attitude which will compliment and enhance the quality of care we deliver. All potential members of staff are required to obtain an enhanced CRB disclosure from the Criminal Records Bureau in order that we may be satisfied that they are appropriate to look after our service users. All support staff are provided with an induction training programme within the first 12 weeks of employment, which enables them to provide a high quality of care and support, and thus preparing them for entry onto future training and qualifications. An individual training and development plan is devised for all new staff members to ensure further ongoing training. Regular appraisals, supervision and support is given to all members of Quinn Domiciliary Agency Ltd, establishing a strong and competent workforce.

Our Registered Manager is:

Claire Henderson - QCF Level 5 in Care & NVQ Level 3 in Care.

Our Support Workers, including Senior Support Workers have ongoing training devised for their own individual development and skills programme. Their training includes the following: QCF Level 4, QCF/NVQ Level 3 in Care, British Sign Language, HSE First-Aid 3 day Training, Health and Safety Awareness, GDPR and Record Keeping, Administration of Medication Training, Food Hygiene, Moving and Handling, Autism Awareness Training, MCA/DOLS, Fire Safety Awareness, Risk Assessment, LGBT Awareness, Dignity in Care, Duty of Care, Lone Working, Mental Health, OCD, and many more.

Claire Henderson has worked in the care sector for over 30 years. Her parents have fostered mainstream and special needs children since she was a young teenager. Claire started working in a nursing home caring for the elderly on a part-time basis whilst at school and college and then ended her career in hairdressing to work full time in a care home. During that time, Claire constantly battled to intergrate the clients into the community by arranging leisure activities to shows, restaurants and pubs and by encouraging the clients to furnish their bedrooms with their own personal styles and taste. Two years on, Claire left

employment and had her first daughter, and then helped set up a Community Home and also worked in her parents Respite Home for children with disabilities and then had her second daughter.

The family business saw an important gap within the local care services, especially on a personal level, as Claire's foster brothers and foster sister needed help making the transition into adult services, therefore, started offering supported living to young adults with learning disabilities.

Claire is currently studying Level 7 in Senior Leadership and Business Management

Our registered address is

Quinn Domiciliary Agency Ltd,

The Office,
Henderson's Farm,
Loamy Hill Road,
Tolleshunt Major,
Maldon,
Essex,
CM9 8LS

Email: Admin@quinn-da.co.uk

01621 890047

Complaints/Compliments 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 satisfactorily.

All complaints will be recorded and will then be responded to within 28 days of the complaint being made; the outcome will then be recorded. If a complaint is regarding the Manager, you may complain to the Care Quality Commission.

All compliments will be formally acknowledged with a written reply within 2 working days and made known to the relevant teams.

If you wish to complain, the following alternatives are available to you and you must feel free to choose whichever you prefer.

To Quinn Domiciliary Agency Ltd

Please feel confident to approach a member of staff at the agency. The person you speak to will try to sort out the problem to your satisfaction.

If you wish to, you can speak or write directly to the manager of the agency at:

Quinn Domiciliary Agency Ltd,

The Office,

Henderson's Farm,
Loamy Hill Road,
Tolleshunt Major,
Maldon,
Essex,
CM9 8LS

Email: CHenderson@quinn-da.co.uk

Council Funded Care

If you have been assessed as needing care and it is paid for by social services, you have the right to contact them and complain using the Local Authority Social Services and NHS statutory complaints procedure. This also applies if the council helped you in finding a home. Your social worker or our management team or your local social services department will be able to tell you how to use this procedure.

You can find out the address of your local council by visiting www.direct.gov.uk

If you still remain unhappy after social services have followed up the investigation then you can complain to the Local Government Ombudsman.

The Local Government Ombudsman Advice Team: 0300 061 0614

Self-Funded Care

If you pay for your care yourself, you can complain to the provider.

If you are unhappy with the provider's investigation, you can contact the Local Government Ombudsman and ask if they will consider your complaint.

The Local Government Ombudsman Advice Team: 0300 061 0614

Care Quality Commission

The Care Quality Commission is the independent regulator of health and social care in England. They regulate care provided by the NHS, local authorities, private companies and voluntary organizations. Their aim is to make sure better care is provided for everyone; in hospitals, care homes and people's own homes, including protecting the interests of people whose rights are restricted under the Mental Health Act.

General Telephone enquiries: 03000 616161 (Monday to Friday 08.30 to 17:30)

Email: enquiries@cqc.org.uk

www.cqc.org.uk

Review of this Policy

This policy will be reviewed by Claire Henderson not later than 10/08/2024.

Signed: Claire Henderson

Date: 10/02/2026

Policy review date: 10/02/2027