

Statement of Purpose

HACO Health Care (HHC)

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HACO Health Care (HHC) aims to meet our customers' needs by providing a high quality domiciliary care service and to provide the high standard of support to all our Service Users.

We will strive to be an Agency of excellence and to treat all Service Users individually with dignity and respect.

The principle Objective for HACO Health Care:

- To provide support to enable customers to be cared for in their own home for as long as possible, or, to enable them to return to their own home from hospital or other accommodation not providing the support or facilities that meets their needs, thereby promoting real choice in practice between support at home and residential care.
- To recognize diversity in relationships, beliefs and cultures of customers, their family and friends.
- To provide an appropriate, sensitive service, that achieves positive outcomes for individual Service User.

Aims:

- To provide the necessary and appropriate support to achieve these objectives/outcomes. The support provided will take into account the needs and wishes of the customer and should maximize their independence, with their physical, spiritual and emotional welfare, being of paramount importance.
- To consider the sometimes conflicting needs and wishes of Service Users and family, in order to ensure the care provided is appropriate.
- To ensure that the Service User has mental capacity to make informed choices unless the contrary can be established, and will take all practical steps to help the Service User to make their own decisions about all elements of their support. The wishes and involvement of the Service User should be paramount. Even in the event of a lack of mental capacity, a Service User's prior wishes and beliefs should be respected in coming to any decision on their behalf, and such decisions should always be made whilst taking into account their best interests.

Service User's Rights:

The dignity and value of every Service User will be recognized and respected. In particular, where decisions are being made on behalf of the Service User, they should restrict that person's rights and freedom of action as little as possible, and take into account any known wishes and beliefs of the individual.

Personal Choice:

HHC will encourage each Service User to exercise his, or her, full potential for making personal choices related to opportunities and lifestyles. Also to ensure that the Service User (or where appropriate, their representatives) is consulted directly in decisions over the provision, extend, and timing of any care planned, as well as over the withdrawal of any service

Where, due to lack of mental capacity, the service user is unable to participate fully in planning care, consideration should, nevertheless, be given to his, or her, wishes, insofar as these are expressed and are achievable. Attention will be focused on whether the Service User has fluctuating mental capacity.

Where a decision made on their behalf can be delayed, until they can be more fully involved, the process will be postponed until the Service User can fully participate. In all cases, the best interests of the Service User will be given paramount consideration, and HHC will refer to mental capacity legislation and related codes of practice for further guidance.

Based on the intimate nature of personal care, Service Users may request care worker from a similar cultural, ethnic or religious background, or request a Care worker who is of the same sex. Such requests will only be granted where the Manager is satisfied that there is a genuine occupational requirement for Support Assistant to be of the sex, culture, ethnicity, or religion requested, and that that this does not contravene anti-discrimination law.

Discrimination can both arise in the relationship with the Service User and with the care worker. HHC could be at risk of both legal action and adverse publicity where issues of discrimination arise. Legal advice on such issues will be sought promptly.

Information:

Contract

Each individual will be issued with a written contract (if self funding) provided by HHC within 7 days of commencement of the service.

The Service User, and/or their representatives, and Manager, each has a copy of the contract, which is to be signed by the Service User (or the named representative on their behalf and the registered Manager / Responsible Individual.

Care Needs Assessment

A Care Needs Assessment will be undertaken prior to the provision of domiciliary care, using appropriate method of communication, so that individuals and their representatives are fully involved.

Care Plan

A personal care plan, outlining the delivery arrangements for care, will be developed and agreed with each individual, which provides the basis for the care to be delivered and is generated from the care needs assessment, service user plan, risk assessment and manual handling risk assessment and the service contract, or statement of terms and conditions. Re-assessment of needs will be undertaken annually or more frequently if necessary.

Service Delivery

Service Users will be entitled to receive the care specified in their agreed care plan, and for records to accurately reflect the care to be delivered. Subject to the provisions of the Data Protection Act 1998, such records may be requested by, and sent to their representative.

Changes affecting cancellation, the start time, the duration of a planned visit, or a change of the rostered Support Assistant, will be communicated to the Service User, or their representative (where appropriate) without delay.

Privacy and Confidentiality

The rights of Service Users, their families, and carers, to privacy and confidentiality, will be safeguarded. Information kept about Service Users, their families and carers, will only be made available to those individuals on request, in compliance with data protection legislation and will only be given to other agencies as required by law, in exceptional circumstances to prevent harm, to the Service User or, with permission of the Service User or (where appropriate) their representative.

HACO Health Care (HHC) has a Confidentiality Policy that is binding to staff. A copy of this policy is available to Service Users and their representatives on request.

Comments and Complaints

The rights of Service Users and their representatives to make complaints about the service they receive will be honored.

There is an effective "whistle blowing" policy in place to ensure that Support Assistants disclosing information regarding criminal offences, failures in respect of legal obligations, miscarriage of justice, health and safety or the environment are protected.

HACO Health Care (HHC) has an effective procedure for recording and dealing with comments and complaints, including advising Service Users and their

representatives on their right to make their complaint directly to the statutory regulator.

Non-Discrimination

HACO Health Care (HHC) will not discriminate against Service Users on the grounds of race, nationality, religion, or similar philosophical belief, age, sex, or sexual orientation, marital, or civil partnership, status, disability, or social standing, nor may they discriminate between customers who pay directly for their service and those who do not.

Freedom from Abuse

Service Users will be safeguarded from any form of abuse, or exploitation, including physical, financial, psychological, sexual abuse, neglect, discriminatory abuse, or self-harm, or inhuman or degrading treatment through deliberate intent, negligence, or ignorance, in accordance with our written policies and procedures.

The Right to Take Risks

Service Users will have the rights to make informed decisions that carry an element of risk to themselves. In addition, to agree that Service Users do not suffer a lack of mental capacity, simply because they choose to make an unwise or “eccentric” decision. However, where the Manager considers that such a decision is contrary to the best interest of the Service User, they should notify and consult with any relevant representative, or other interested party, (such as a medical practitioner, or social worker also responsible for the customer’s care), regarding any proposed cause of action.

Whilst helping Service Users to exercise their rights to take risks, HHC is required to maintain the safety of their Support Team. We may not always be able to comply with, or support, the full range of choices made by Service Users.

Recruitment Procedures

HACO Health Care (HHC) will ensure correct precautions are adhered too whilst recruiting and selecting management staff and Support Assistants. Written references are obtained from at least two sources and, wherever possible, at least one of these will be from their current or most recent employer. References will be checked as to their validity and open references will not be accepted. A suitably trained member of staff will personally interview all potential Support workers.

HACO Health Care (HHC) will also conduct enhanced checks against criminal records and barring lists operating in the jurisdiction in which they operate. HHC will comply with prevailing codes of practice and guidance applicable to criminal record checks.

Training

Induction training will be given to all Managers and Support Workers. Further training, appropriate to duties to be performed, will be provided as identified in personal development plan.

Managers and Support Workers will develop their skills through training. HHC will comply with regulatory requirements for induction training, specialist skills training, supervision and vocational qualifications.

Quality Assurance

HACO Health Care (HHC) is dedicated to maintaining and improving the quality of their service provision. Our quality assurance programme is committed to establishing how services are experienced by those who receive them.

As part of this process, we undertake to visit customers at least twice a year to establish their views using a Service User monitoring form, and to conduct a postal survey annually. The feedback from our Service Users enables us to measure outcome against Performance Criteria, provides information for analysis and action planning, and creates a platform from which we can effectively monitor, maintain and improve service deliver to our Service Users