



Christies Care Ltd

Statement

of

Purpose

As per Outcome 15 Regulation 12 of the Essential Standards March 2010

Our Aims and Objectives

Christies Care Ltd aims to provide a reliable, quality live-in care service which exceeds the national minimum standards as set out by the Care Standards Act.

Whether you come to us via a local authority or as a private individual we promise to deliver the same standard of high quality care.

We are accredited with Investors in People and a member of the United Kingdom Home Care Association and regulated by the Care Quality Commission.

Our offices are situated in the centre of Saxmundham, Suffolk and are easily accessible by rail, bus or car. We have disabled access and parking.

We have a purpose built training centre complete with an accommodation block for our care assistants either when on training or for somewhere to stay on their weeks off. It offers an internet café, fully equipped kitchen and lounge for our care assistants to interact and to chat to their families if they have come to us from other countries.

We also have a purpose built bedroom and en suite washing facilities for use by disabled clients who wish to visit us or help with our training courses.

Services the Agency Provides

The agency provides two services, live-in care assistants as an employment agency solely introducing workers and live-in care as a domiciliary agency.

An Employment Agency

- The service provided is the introduction of suitable living in care assistants to clients, to work for that client in meeting that client's needs and wishes, under the client's direct management and control.
- To this end, Christies Care selects, recruits and trains care assistants to a standard which exceeds that required by regulation, so that it can enable clients to have a choice of care assistant and it can introduce care assistants who are suitable for clients with complex needs as well as those without complex needs.

A Domiciliary Care Agency

- a. The service provided is the provision of care and associated services by a live-in care worker to a service user in such a way that it meets the specified needs and wishes of the service user and allows the service user to remain at home.
- b. To this end, Christies Care selects, recruits and trains care workers to a standard which exceeds that required by regulation so that the service user can exercise choice in the selection of care workers and can be sure that care workers are competent to provide care and associated tasks for users with complex needs and well as those with less complex needs.
- c. The agency offers continued support to its service users throughout the period of care.
- d. The agency supports, monitors and supervises its care workers throughout their employment with the agency in accordance with the regulations relating to being an employer and a domiciliary care agency.
- e. Throughout, the agency complies with all the standards required of it as a domiciliary care agency.

Provider and manager details

Christies Care Ltd offices are located at:-

The Old Post Office, High Street, Saxmundham, Suffolk, IP17 1AB

Phone: 01728 605000

Fax No: 01728 604483

Email: mail@christiescare.com

Pager duty: 01728 605000 (you will be given instructions on how to contact the staff member on duty).

The Registered Provider is Christies Care Ltd. The responsible individual and Chairman is Hugh Gathorne Hardy. Hugh is a Fellow of the Institute of Chartered Accountants in England & Wales and has had 20 years experience in running Christies Care Ltd.

Registered Manager: Lin Barnes. Lin has been employed by Christies Care for the past 13 years as the Accountant and has NVQ4 Management Qualification, and is currently completing a Social Care and Management qualification.

Experience and Qualifications of Key Staff and Carers

Our Managing Director has 20 years experience running Christies Care and has completed NVQ5 in management.

Our Training Manager has M&H Risk Assessors training and was a former carer; six of her staff are also M&H Risk Assessors, one was a registered manager of a Learning Disabilities Home for 3 years, one is a qualified teacher and all have undertaken PTLLS training.

Two Heads of Department have NVQ4 in Management; one has NVQ7 Advanced Management, and 3 of our booking co-ordinators and two members of Carer Support were former care workers.

All our care workers receive induction training in all aspects of their work, including:-

- Moving & handling
- First aid
- Food hygiene
- Administration of medication
- Infection control
- Health & safety
- Care and protection of vulnerable adults including financial abuse
- Dementia care
- Equality & Diversity

Although there is no obligation under the national minimum standards for Christies Care Ltd to provide training for care assistants who are self employed, we believe we have a duty of care to all our clients to ensure that all care assistants introduced to clients by the company have the training and skills necessary for the work the client will ask them to do.

We also provide advanced specialist training in Dementia, Learning and Physical Disabilities, and all the care workers who are employed by us in the domiciliary care agency part of our business have or are currently completing formal qualifications in social care - NVQ11.

Our aim is a problem-free service. Our quality control department tries to anticipate difficulties and solve them in advance. If this fails, we try to respond quickly and efficiently to complaints. We do not want you to put up with problems. Please bring them to us. Making a complaint will not in any way jeopardise the service given by Christies Care.

Our complaints procedure

Christies Care will ensure that its complaints procedure is well publicised and fairly applied and that complaints are dealt with promptly, efficiently and properly in all cases.

Christies aim is to provide a high quality service and our aim is to maintain our standards as consistently as we can and to rarely have complaints. However, we accept it is the fundamental right of service users, their families or friends or representatives, to complain about the services they are receiving if they feel unhappy with them. We accept that complaints do happen from time to time and that it is an important part in the running of any service to listen to feedback from service users, to investigate and admit when things do go wrong and to learn from mistakes so that they are not made again.

We believe that it is far better to deal with a complaint early, openly and honestly, for everyone's benefit.

We understand that having an effective system in place for identifying, receiving, handling and responding appropriately to complaints and comments made by service users, or

persons acting on their behalf, is a key element in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 and the essential standards of quality and safety with which the organisation must comply to satisfy the registration requirements of the Care Quality Commission.

Policy

The company ensures that:

- Every complaint will be welcomed and taken seriously
- We encourage and support a culture of openness that ensure any comment or complaint is listened to and acted on.
- A full record of each complaint is logged and recorded in line with our internal procedures.
- All complaints are treated entirely confidentially.
- A complaint can be made by telephone, in person, in writing or by email to complaints@christiescare.com.
- A complaint must be made no later than 12 months after the date the event occurred, or if later, the date the event came to the notice of the complainant.
- The time limit will not apply if Christies Care Ltd is satisfied that the complainant can give a good reason for not making the complaint within that limit, and despite the delay, it is still possible to investigate the complaint effectively and fairly.
- All staff will be trained to accept complaints and to deal with them according to this policy.
- All service users will be made aware of the company's complaints policy and the information will be available :-
 1. On our website – www.christiescare.com
 2. Displayed in our offices at Saxmundham
 3. Sent out with our contract letters
 4. Summarised in brochure
 5. Included in each Service User Guide
- Making a complaint will not cause a service user to be discriminated against or have any negative effect on their care, treatment or support.

In the case of verbal complaints:

- A verbal complaint can be made to any member of staff.
- Front-line staff who receive a verbal complaint should always welcome the complaint and seek to resolve the problem immediately.
- If staff cannot resolve the problem immediately, they should pass the complaint to Pre-Quality who will then decide if they can resolve it, if not or if it constitutes a Safeguarding alert then the Quality and Safeguarding team will investigate.

In the case of a written complaint:

- A written complaint will be acknowledged in writing within two working days.
- Written complaints will be dealt with initially by pre-quality, or if the complaint relates to a Head of Dept - by HR and the Registered Manager. If the complaint relates to the Registered Manager, then by the Chairman or M.D.
- Every written complaint will be thoroughly investigated and a written response given within 28 days (Where a complaint is likely to take more than 28 days, in a particularly serious matter where legal advice is taken, for instance, the complainant will be notified of the delay and the reason for it).
- All written complaints will be treated entirely confidentially and with tact and sensitivity. Details of a complaints investigation will however be recorded by the quality and safeguarding and given a unique number for inspection purposes.
- Any decision made by the organisation will be fully explained. If a complaint is upheld then Christies will apologise and suggest a plan by which the complaint can be resolved. Where appropriate compensation for out of pocket expenses will be paid.

In cases where the complaint remains unresolved:

- If the complaint remains unresolved or the service user is not satisfied with the outcome, it can be referred to the Local Government Ombudsman (LGO). The LGO provides a free, independent service. The LGO can be contacted for information and advice, or to register the complaint.

Tel: 0300 061 0614

E-mail: advice@lgo.org.uk

Website: www.lgo.org.uk

The LGO will not usually investigate a complaint until the provider has had an opportunity to respond and resolve matters.

Our service is registered with and regulated by the Care Quality Commission (CQC). The CQC cannot get involved in individual complaint about providers, but is happy to receive information about our services at any time. You can contact the CQC at:

Care Quality Commission National Correspondence
 Citygate
 Gallowgate
 Newcastle upon Tyne
 NE1 4PA
 Tel: 0300 061 6161

Website: www.cqc.org.uk/contactus.cfm

Monitoring

- A complaints log will be kept to record the following:-
 1. Each complaint received
 2. The subject matter and outcome of each complaint
 3. Details of the reasons for delay where an investigation took longer than the agreed response period, and the date the report of the outcome of the investigation was sent to the complainant.

- An annual report will be prepared ending 31st March, which will:
 1. Specify the number of complaints received
 2. Specify the number of complaints that the provider decided were well-founded, partly or fully
 3. Specify the number of complaints that the provider has been informed have been referred to other bodies
 4. Give the subject matter of complaints received
 5. Summarise any matters of importance in those complaints themselves or in the way that the complaints were handled, and summarise any matters where action has been or is to be taken to improve services as a consequence of those complaints.

This report will be available to anyone on request.

Other Formats

If you require any of our documentation in any other format e.g. Large Print, Braille, Makaton style or in the language of your choice, please contact us and it will be made available.