



ACCUROCARE
HOME CARE SERVICES

Statement of Purpose

Lifestyle Choices

3 The Metro Centre, Dwight Road, Tolpits Lane,
Watford, Herts WD18 9HG

AccuroCare Home Care Services is a domiciliary care provider and is a registered location of AccuroCare Limited. We are regulated by the Care Quality Commission (CQC) to provide personal care.

Our Statement of Purpose sets out our aims, values and objectives, information about what services we provide, how we meet the needs of people who choose us as their lifestyle choice and how we operate.

If you would like to know more about our philosophy of care and how we engage staff in delivering the best possible standards of care, please contact our Home Care Services Manager.

OUR AIMS AND OBJECTIVES

At AccuroCare we provide a care service for people who may no longer be able to care for themselves and for those who require assistance to remain in their own home. Our aim is to create a caring experience for our service users where they can feel comfortable and secure, where their dignity and choice is respected. We encourage our service users, so their independence is maintained for as long as possible. We believe that service users who choose our lifestyle option are confident in the knowledge that safe, effective, responsive and high-quality care will be provided.

RESPECTING PRIVACY

We understand that to remain in your own home you may need to accept help with personal tasks that are inherently invasive of a service user's ability to enjoy the pleasure of being alone and undisturbed. We therefore, strive to retain as much privacy as possible for service users in the following ways:

- » By giving and assisting with personal care.
- » By offering you choice in your home where you choose to receive care.
- » By allowing you time alone, for example in the bathroom or shower (if it is safe to do so).
- » By respecting the privacy of service users when they are using the telephone, opening and reading post and communicating with friends, relatives or advisors.
- » By ensuring the confidentiality of information we hold about service users is protected.

RESPECTING DIGNITY

Frailty, ill health or advancing disabilities may undermine dignity, so we preserve respect for service user's in the following ways:

- » By treating each service user as a special and valued individual.
- » By helping service users to present themselves to others, as they would wish others to see them, through their own clothing and their personal appearance.
- » By encouraging activities (in or out of their home), such as day care, which enables each service user to express themselves as an individual.
- » By compensating for the effects of frailty, ill health or advancing disabilities which service users may experience in their communication, physical functioning, mobility or appearance.

PROMOTING INDEPENDENCE

We are aware that service user's independence may be tiring when they choose to use us. We believe it is important to encourage their remaining abilities to think and act without reference to another person in the following ways:

- » By providing, as tactfully as possible, assistance when needed.
- » By empowering service users to consider choices and make their own decisions as far as possible.
- » By helping service users take reasonable and fully thought out risks.
- » By promoting possibilities for service users to establish and retain contacts in their community.
- » By encouraging service users to have access to, and contribute to, the records of their own care.

SAFE & EFFECTIVE CARE

We aim to provide an environment which is safe in the following ways:

- » By aiding with tasks in situations that would otherwise be perilous for service users.
- » By protecting service users from all forms of avoidable harm.
- » By providing accessible channels for service users to raise concerns, compliments or complaints.
- » By creating a friendly atmosphere where service users can experience an open, positive and inclusive environment where their lifestyle choice is a positive one.

PROTECTING LIFESTYLE CHOICES

We acknowledge the need to maintain and respect the rights of our service users whilst ensuring that their safety and wellbeing must remain a priority.

We respect an individual's right to be left alone from intrusion into their affairs if their wellbeing is assured. Through our Home Care Policies & Procedures, the training of high calibre staff and effective management; AccuroCare endeavours to protect the lifestyle choices of service users at all times.

For further information about our philosophy of care and how we engage staff to deliver the best possible standards of care please speak to the Home Care Services Manager.

SERVICES PROVIDED

- » Personal care
- » Support services
- » Assistance with light domestic tasks
- » Meal preparation
- » Assistance with eating and drinking
- » Assistance with management of medications
- » Helps with trips or outings
- » Overnight care
- » Sitting services
- » Assistance with shopping and everyday tasks

OUR CORE VALUES & ETHOS

WE ARE SAFE

Our service users are protected from abuse and avoidable harm.

WE ARE EFFECTIVE

The care, treatment and support that our service users receive achieves excellent quality outcomes by offering them and their families the reassurance that they are safe and receiving a high standard of care. Our care is based upon best practice guidelines and our staff are trained to maintain these standards.

WE ARE CARING

We involve our service users in their care, ensuring that they have a choice and that their voices are heard. We treat people with compassion, kindness, dignity and respect.

WE ARE RESPONSIVE

We listen to the needs and wishes of the people who use our service and always put them at the heart of everything we do.

WE ARE WELL-LED

Our leadership, management and governance make sure we continue to provide high quality care that incorporates our key values and ethos which is based around service user's individual needs, encourages learning and innovation and demonstrates an open and fair culture.

INFORMATION ABOUT OUR OWNERSHIP & RESPONSIBLE PERSONS

AccuroCare Home Care Services is a registered location with CQC under the registration of our Provider (Company).

OUR REGISTERED PROVIDER

Name: AccuroCare Limited
First Floor Offices
Unit 3 The Metro Centre
Dwight Road
Watford
Hertfordshire
WD18 9HG

Telephone: 01923 350369

E-mail: info@accurocare.co.uk

Website: www.accurocare.co.uk

OUR NOMINATED INDIVIDUAL

Mr Matthew Nutt
Managing Director

Matthew is a Registered Nurse and has experience in the NHS and Private Sector. Matthew's clinical speciality before clinical management and team leadership was oncology and palliative care.

Matthew joined the Company in 2004 as a senior manager for palliative care. He then became our Group Director of Nursing in 2007 before taking up his current role of Managing Director in 2015.

OUR CARE, QUALITY & COMPLIANCE LEAD

Mrs Pat Dillon
Director of Care, Quality & Compliance

Pat is a Registered Nurse and has experience in the NHS and Private Sector.

Pat's primary areas of practice before joining us were orthopaedics, general medicine and cardiac surgery. Pat also has a clinical interest in palliative care.

Pat joined us as a Home Manager in 2010 with a strong background in clinical leadership before taking up her current role as Director of Care in 2015.

OUR REGISTERED MANAGER (FOR THIS LOCATION)

Mrs Christine Wheatley
Home Care Services Manager

With a background in community care, Christine was appointed as Home Care Manager in 2014. Christine is based at the AccuroCare Home Care Office.

COMPLAINTS

We aim to maintain the highest standards of care and we strive to get things right the first time, but we appreciate that from time to time there may be areas of concern which need to be discussed.

Service users, their relatives, friends or representatives are invited to raise any concerns they may have by:

- » Firstly, discussing the matter with the Care Co-ordinator or the person taking your call.
- » An informal discussion with the Quality & Compliance Officer.
- » If the matter is, in your opinion, a serious one, or if you remain dissatisfied with actions taken, you should formally put your complaint in writing to the Home Care Services Manager. A full investigation will be made into your complaint, and you will be advised of the outcome within 28 days after the date the complaint is made.
- » If you remain unsatisfied with the outcome of your complaint you should contact our Director of Care, Quality & Compliance at our Providers Office using the address detailed in this statement of purpose.
- » If after further investigation you are still not satisfied you can raise your complaint with the local authority (if you receive funding support from it) or directly to the Parliamentary & Health Services Ombudsman.

HERTFORDSHIRE COUNTY COUNCIL

Adult Care Services
County Hall, Pegs Lane
Herford, Hertfordshire
SG13 8DQ

Tel: 0300 1234042

PARLIAMENTARY & HEALTH SERVICE OMBUDSMAN

Tel: 0345 015 4033

Web: www.ombudsman.org.uk

If your care is funded by the NHS you can contact your local CCG Patient Liaison Service (PALS) for advice on how to raise your concern with the NHS.

You can also contact the Care Quality Commission, who state that it will always welcome hearing about any concerns, though it will not investigate any complaint directly:

CARE QUALITY COMMISSION

Citygate
Gallowgate
Newcastle-upon-Tyne
NE1 4PA

Tel: 03000 616 161

E-mail: enquiries@cqc.org.uk

Web: www.cqc.org.uk

OUR DUTY OF CANDOUR (NO SECRETS)

We understand that we must always act in an open and transparent way with service users and the people closely involved in their care. This is reflected in our ethos and values and in our relationships with our service users and others involved in their care and treatment.

If things do go wrong, we will endeavour to:

- » Be open with the service user and other relevant persons.
- » Provide suitable support to the service user and others affected.
- » Explain directly and in person to the service user and/or their representatives exactly what has happened.
- » Apologise and show regret for what has happened.
- » Say what is being done to investigate and learn the lessons from what has happened and further actions that might be taken.
- » Undertake to put in writing what has happened.
- » Keep full records of what has happened, including all associated correspondence and the actions that have been taken to carry out the duty of candour with the service user and / or representatives.

COMMENTS, SUGGESTIONS AND COMPLIMENTS

If you are pleased with the level of service provided and you think that the staff have made a difference, we would love to hear from you. We also actively encourage suggestions and comments so that we can improve our service to our service users. You can make comments, suggestions or compliments in the following ways:

- » Verbally to staff or the Home Care Services Manager
- » In writing to the Home Care Services Manager
- » By completing a Comment Card
- » By completing a Questionnaire (these are sent out every 3 months)
- » At your care review
- » When you are visited by our Quality & Compliance Officer

SERVICE USERS VIEWS OF OUR SERVICE

Service users are regularly asked for their comments and suggestions on how the service is run. A summary report of questionnaire findings will be available to view on our website.

Comments made to the inspectorate are included in the regular inspection reports which can be found on the Care Quality Commission's website and a copy is kept in the Home Care Office.

Letters of thanks are also available for viewing.

QUALITY ASSURANCE

AccuroCare welcomes comments regarding the delivery and management of its service from all service users, their families or advocates. Our Quality Assurance Framework ensures that packages of care are maintained and reflect the individual needs of our service users. Our Quality Assurance Report is published annually and is available upon request; furthermore, they are a part of the information provided to CQC which forms part of our Compliance Report.

FEES & CHARGES

CARE COMMISSIONED ON YOUR BEHALF

If your care is commissioned by a local authority, AccuroCare has no control over your charges. Any issues pertaining to this should be discussed with the appropriate local authority.

PRIVATELY COMMISSIONED CARE

If your care is privately commissioned directly with AccuroCare your charges are fully explained in your Home Care Contract and can be explained by the manager at your local branch office.

CIRCUMSTANCES WHERE CARE MAY CEASE TO BE PROVIDED

CARE COMMISSIONED ON YOUR BEHALF

If your care is commissioned by a local authority, AccuroCare has the right to serve notice on a package of care with a minimum notice period set out in our agreement with the local authority. Circumstances which may result in this occurrence are detailed opposite.

PRIVATELY COMMISSIONED CARE

If your care is privately commissioned directly with AccuroCare the cancellation of services is dependent on the terms of your Home Care Contract. Circumstances which may result in this occurrence are detailed below.

THE FOLLOWING IS A NON-EXHAUSTIVE LIST OF CIRCUMSTANCES IN WHICH CARE MAY CEASE TO BE PROVIDED:

- » If your needs increase beyond the capacity of the care we can safely deliver, thus endangering the safety of other service users or staff.
- » If following a Risk Assessment, it is concluded that commencement of services would pose high risk to staff and breach Health & Safety regulations.
- » If a service user reaches a level of independence that is assessed to no longer require support and care.
- » If a service user leaves the areas covered by the service.
- » If any member of staff is subjected to abuse by a service user, their family or advocates that is beyond the explanation of a medical condition.

HOURS OF OPERATION & 'OUT OF HOURS' ADVICE

You may contact the home care office during normal working hours which are, Monday to Friday 09:00 through to 17:00.

After 17:00 the service diverts to an out of hours service (or on call). On call is not an emergency service and will only be able to offer advice regarding your care. If you require medical assistance during this time you should contact the NHS non-emergency service 111 or in case of emergencies, call 999.

Care services are delivered from 06:45 through to 22:00. In the unlikely event that your care call is delayed for more than 1 hour from your allocated time then we will endeavour to contact you. Do not contact the out of hours service until this time has passed.



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