



**REMAJ CARE RECRUITMENT SERVICES
(Domiciliary Care Services)
STATEMENT OF PURPOSE**

The Care Quality Commission (CQC) is the independent regulator of health and adult social care services in England.

In accordance with The Care Quality Commission (Registration) Regulations 2009 – Regulation 12: Schedule 3 we give below the required information which must be included within the Statement of Purpose.

Remaj Care in complying with the regulations will:

- Have a statement of purpose that is appropriately reviewed.
- It will also be given to the Care Quality Commission for their records.
- The Care Quality Commission will be informed of any changes to their statement of purpose.
- People using our care service will be reassured from the knowledge that the Care Quality Commission is informed of the services being provided.

Remaj Care has designed a Statement of Purpose for its regulated activities which comprise of:

- **Home Care**
- **Personal Care**

This document is intended to notify all our Clients of the services which we can provide. It will be made available to all clients at the beginning of our service delivery to them or during the planning phase of the service provision where possible.

REMAJ CARE (Domiciliary Care Services)

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|----------------------------------|------------------|
| Director/Nominated Person | RITA IDOWU ILEKE |
| Registered Manager | RITA IDOWU ILEKE |



The above named can be contacted through
Remaj Care Recruitment Services
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London
RM10 8LU
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This document summarises essential information about Remaj Care for clients, people who are considering using our service, and the friends, relatives, carers and representatives of users and potential users. It also includes information required by the Domiciliary Care Agencies Regulations 2002 and should be read in conjunction with our Guide to clients.

Our Aims and Objectives

- We aim to provide a quality, (safe, effective, caring, responsive and well led service), providing value for money at all times. Flexible, effective, efficient, value for money domiciliary care and support service.
- We aim to achieve the above through person centred care and close monitoring.
- We aim to safeguard the privacy and confidentiality of our service use.
- We will seek to enable our clients to maintain their personal independence, have informed choice and an opportunity to enjoy and contribute to society.

Remaj Care is none discriminatory and shall seek to serve all Clients equally regardless of race, nationality, language, religion or beliefs, age, sex or sexual orientation, or social standing. There will be no distinction made between Clients who pay directly for the service and those who do not. In the event of special needs and preferences of ethnic, cultural and religious group advice would be sought to enable Remaj Care staff to meet those needs.

Our objective is the provision of a high quality professional service provision that is committed to assisting clients to maintain his/her quality of life and to remain in their own home for as long as possible and as long as it is in the clients own best interests.

Our Ethos and values

- To focus on clients by providing person centred care to meet the needs of all clients.
- To provide personal care and support in a ways which have positive outcomes for clients and promote their active participation.
- To seek to ensure that the core Principles of Good Care are fundamental to Remaj Care
- To promote dignity, respect and offer choice.
- To ensure we are fit for our purpose.
- To examine our operations constantly through a self-audit to ensure that we are successfully achieving our stated aims and purposes.
- To work for the comprehensive welfare of our Clients.
- To provide for each Client a package of care that contributes to his/her overall personal and healthcare needs and preferences.
- To co-operate with other services and professionals to help to maximise each Clients independence and to ensure as fully as possible the Clients maximum participation in the community.



- To meet assessed needs. Before we provide services, we ensure that a potential Client's needs and preferences are thoroughly assessed. To carry out robust risk assessments that will be crucial to creating a person-centred care plan
- To ensure that the care Remaj Care provides meets the assessed needs of each Client and the needs are reassessed (reviewed) as often as appropriate.
- To ensure that the care and support provided have the flexibility to respond to changing needs or requirements.
- To ensure staff are supported, trained and qualified to carry out the tasks that they have been commissioned.

Staffing

To provide quality services

- We at Remaj Care are dedicated and committed to providing top quality services and to working continuously on improving the level of the care we offer.
- Remaj Care will take active measures to ensure staffs are able to provide a safe and effective service. This will be in the form of a robust recruitment process prior to assignments, ongoing support and training.
- The above will include a value based advert, value and competence based interview, current DBS, DBS risk assessment where necessary, obtaining a minimum of two reference (with at least one professional reference), through induction , Staff will also be supported through periodic supervisions, appraisals, training and any other events or activities that will be helpful for their personal growth and development
- Remaj Care Management and staff are committed to this statement and for adhering to the Remaj Care Code of Practice.
- All Remaj Care staff is given a staff handbook containing guidance about the many aspects of administration and statutory care requirements. This handbook is updated in line with any new legislation.
- All Remaj Care staff undergo throughout their employment, training, by a qualified trainers in order to boost the quality of service provided to all our Clients.
- All Remaj Care Staff will commence the minimum of the Care Certificate, then NVQ 2 or equivalent within twelve months of employment.
- All Remaj Care Staff who have no formal training in health and social care will be made to satisfy the requirements in relation to the National Care Certificate.

To employ a quality workforce

Standards for all our staff including our managers are based on the national occupational standards for the care industry and relevant training organisations.

Nature of Service

Remaj Care is able to provide practical help with daily activities, personal and respite care. Our staffs are trained to provide support and care for the following:

Physically disabled | the older person | Persons with a learning disability | Individuals living with mental disorder and the terminally ill.

REMAJ CARE will be supplying staff that will support vulnerable clients with regulated activities such as personal care .



The service user bands are:

- Adults and older adults
- Mental Health
- Physical Disability
- Dementia
- Learning difficulties and autistic disorder
- Terminally ill/ end of life/palliative care

Clients Rights

REMAJ CARE will seek to ensure that our clients maximise their potential and maintain their independence for as long as it is possible, to promote dignity and to offer choice in the service we provide. The service we offer is aimed allowing them to enjoy, to the greatest possible extent, their rights as individual human beings. The principles and fundamentals of good care are essential to the work we do.

The service provision to our clients should enable them to have the best quality of life that is achievable, by treating them with respect and dignity, and supplying a level of care that exceeds their expectations.

The Client has a right to know how services shall be provided, who shall provide them, how flexible they may be and what resources are available.

- The Client has a right to ask about the quality of service provided and for their views to be recorded, and if necessary acted upon.
- The right to have personal dignity respected
- The right of privacy for the service user , their belongings and their affairs
- The right for the service user to undertake those daily living tasks which they are able to do.
- The right to receive care appropriate (person centred care as appropriate to the needs ;) to their needs from trained and experienced care staff.
- The right to be treated as an individual whatever the level of the service users physical or mental ability
- The right to have the service users cultural, religious, sexual and emotional needs accepted and respected
- The right to participate as fully as possible in the development of their care plan
- The Client has the right to make a formal complaint against Remaj Care management or its staff. There is a procedure and guidelines for this purpose.
- The Client has a right to an advocate and if required an interpreter.
- The Client has a right for this statement of purpose to be respected and, to be reviewed in the event of new legislation.



Commitment to Quality

REMAJ CARE will seek to ensure that all practices are in line with the CQC Key Lines of Enquiry

REMAJ CARE will seek to ensure that service provided is safe, effective, responsive, caring and well led

REMAJ CARE will review the quality service through stakeholders' feedback and surveys. Also through service monitoring visits and telephone calls.

REMAJ CARE will monitor the quality of service provided through the use of Electronic Monitoring Systems to cope with high volume/demand in future, whilst maintain personal contact with their clients.

REMAJ CARE will seek to ensure that all staff are trained using the CQC KLOEs and 16 Standards as a guide

REMAJ CARE will seek to ensure that initial assessment of needs is carried out prior to the commencement of any service. This will be followed by risk assessments, staff spot checks and periodic reviews

REMAJ CARE will seek to ensure that all clients are safeguarded from harm, the risk of harm and abuse. Disciplinary action will be taken against workers who abuse or expose clients to risk of harm. Where necessary, DBS referrals will be made.

- Remaj Care shall try to ensure that all criteria relating to the new National Care Certificate and National Minimum standards are satisfied.
- The Clients are entitled to a Person Centred Care Plan, which will be provided by Remaj Care and used as the basis on which to administer care.
- All staff is subject to 2 monthly supervision and annual appraisal meetings.

Insurance

- Remaj Care is adequately insured to meet the requirements of Employers and Public Liability.
- Remaj Care staff is warned not to undertake any unsafe manoeuvring of Clients and are trained in moving & handling.
- Remaj Care staff will under no circumstances attempt to use broken equipment or furniture.
- The Client is expected to cover insurance for any accidental damage that may occur to any object in the Clients home, or an accident to staff caused by any unsafe object or equipment.
- On-going risk assessment will be conducted in the Clients home while staff is in attendance.



Registered Provider

The Organisation registered with the Care Quality Commission is **Remaj Care Recruitment Services**

The person registered with the Care Quality Commission is **Rita Idowu Ileke**

Complaints and Compliments

Remaj Care welcomes feedback on its services, especially from Clients and their carers, whether these are compliments, complaints or suggestions for ways of doing things better.

Clients should feel free to let the care workers working with them have any comments they wish to make. Should the Client prefer to take up the matter with someone else within the organisation or if they feel that a point that they have made is not being taken seriously or acted on, they can ask to be put in touch with members of the senior management team.

If anyone feels that Remaj Care have not dealt with a complaint to their satisfaction, they have the right to complain to the Care Quality Commission, which regulates our service.

THE CARE QUALITY COMMISSION

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CQC National Correspondence
LONDON REGION
CITYGATE
GALLOWGATE
NEWCASTLE UPON TYNE
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