**Statement of Purpose**

**Company Name:**

Faith Community Healthcare Limited

**Company Address:**

14 Wales Court

Downham Market

Norfolk

PE38 9JZ

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**Introduction: -**

Faith Community Healthcare Ltd is an organisation.

This sets out the Statement of Purpose for Faith Community Healthcare Ltd as required by the health and Social Care Act 2008. It sets out the:

* Company’s aims and objectives
* Nature of services offered
* Support objectives
* Registered Manager and Nominated Person’s qualifications
* Qualification range for domiciliary staff

At Faith Community Healthcare Ltd, person-centred care is at the core of the service we will be providing.

It is of the utmost priority for us to employ committed staff members who will meet our aims and objectives.

These are:

* To deliver a service that is reliable dependable and responsive
* To deliver a service of the highest quality that will improve and sustain each individual’s overall quality of life.
* To produce detailed person-centered care plans, tailored to each individual’s needs, wishes and preferences.
* To promote and maintain independence for each individual for as long as is possible.
* To ensure that the service is delivered flexibly, attentively and in a non-discriminatory fashion, while respecting service users right to independence, privacy, dignity, fulfilment, and the rights to make informed choices.
* To ensure that service users, needs and values are respected in matters of religion, culture, race or ethnic origin, sexuality and sexual orientation, political affiliation, marital status, parenthood and disabilities or impairments.
* To match the nominated care worker as closely as possible with the service user and respecting the need to change the care worker in the event of non-compatibility.
* To manage the care service efficiently and effectively to make best use of resources and to maximise value for money for the purchaser/service user.
* To ensure that all service users are aware of the procedures for making compliments, comments, and complaints.
* To operate an open-door service for service users, staff members and the wider community.

We will be providing a service to people in the following groups:

* Adults aged between 18 and 65
* Adults over 65
* Frail and vulnerable adults
* People with dementia
* People with mental health problems
* People who have physical disabilities
* People with sensory impairment
* People with illness (including end of life care)
* Adults recovering from illness

Faith Community Healthcare Ltd provides:

* Care services to individuals in their own home in Downham Market and surrounding areas between the hours of 06:00 and 22:00.

Faith Community Healthcare Ltd offers a wide range of services tailored to meet individual needs.

These include:

* Personal care and support
* Sitting service and companionship support
* Support with medication
* Food/meal preparation
* Shopping/collecting prescriptions
* Dementia care
* Support on hospital discharge
* Rehabilitation after care and support at home
* Support with physical and sensory disabilities
* Attend appointments
* Escort outings
* Administrative tasks, form completion, filling and posting letters
* Laundry and domestic tasks
* Pet care, i.e., feeding and letting outside into private garden
* Light gardening tasks

Support Objectives:

All individuals we support, their families and friends, and staff who work for Faith Community Healthcare Ltd will be treated with respect at all times.

* We will ensure that all staff are given full training and have the correct skills to be able to offer a high level of support to individuals for them to achieve their optimum state of health and well-being
* We uphold the human and citizenship rights of all who are supported by us and work for the company
* Individual choice and personal decision making is the right of all service users and will be encouraged and supported by all staff who work for the company
* The right of independence will be respected and encouraged for all clients
* Individuality and uniqueness of all service users will be recognised, and they will be treated with dignity and respect at all times
* Individuals’ privacy will be respected at all times and all information relating to their treatment will be treated and stored in a confidential manner and in line with current legislation
* Individuals care plans will have a section where we are able to focus on life history, social networks, and contacts as well as their preference of activities and hobbies. We will promote and assist in accessing and maintaining these networks where appropriate and desired.

**Qualifications for staff**

Registered Manager: - Emma Shimmin

NVQ Level 5 Leadership and Management in Health and Social Care.

Nominated Person: - Anne-Marie Nolan

NVQ Level 3 Leadership and Management in Health and Social Care

**Qualifications for care staff**

All care staff will be encouraged and supported to obtain qualifications to a minimum of NVQ level 2 within the first 12 months of service to the company. All staff will be expected to complete the Care Certificate within the first 12 weeks of employment if they have not already done so. An enhanced DBS check will be required along with two references before employment can commence.

All staff will receive full training in line with statutory requirements:

* Manual Handling
* Medication
* Health and Safety
* Safeguarding of vulnerable adults and whistle blowing, including work booklet to be completed as part of the Care Certificate
* Mental Capacity Act including DOLs
* Infection Control
* Food Hygiene
* First Aid (basic life support)
* Fire Safety
* Information Governance
* Equality and Diversity

Care staff will be offered further training to improve their knowledge in the care industry. Dementia care, Catheter Care, Diabetes, End of Life and any other courses that would be of interest.

All staff will be given full induction where all the above bullet pointed training will be completed, followed by a period of shadowing experienced staff members until they feel confident to work alone.