

Mayfield Homecare Service Ltd

84 Sankey Street, Warrington, Cheshire WA1 1SG
Phone 01925 245090 Fax 01925 245096

Company Registration No: 3855019

CURRENT RATING FROM THE CARE QUALITY COMMISSION
'GOOD' ACROSS ALL SERVICE AREAS

Statement of purpose

JULY 2018

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Mayfield Homecare Services Ltd are a registered under company number 3855019 and are full insured through AVIVA insurance:

Insurance Type: Employers'/public liability insurance
Policy Number: INKAV10/00786/24980770chc
Renewal date: 26/10/18

AIMS AND OBJECTIVES

The management of Mayfield Homecare Services Ltd pride ourselves on offering a highly professional, caring and effective Domiciliary Care service for the elderly in and around the area of Warrington

We provide person care to service users in their own homes who required such support in order to remain independent which contribute to their well-being and quality of life

The aim of Mayfield Homecare Services Ltd is to sustain the quality of the services provided to designated service users whilst meeting the challenge of the regulatory requirements of the CQC against the back drop of austerity and change from the local authority and the legislation. We are currently rated as GOOD across all service areas and have a dedicated staff alongside well supported service users.

We have developed our aims and objectives and deliver or service in line with the principles of the Care Act 2014 and they include particular reference to the following:

- EMPOWERMENT** We ensure our service user are supported and encouraged to make their own decisions and informed consent, the service users' right are taken into account wherever possible and the supported to live a life they choose
- PREVENTION** We adopt a philosophy whereby it is better to prevent harm before it occurs through the use of robust support plans, well trained staff, clear procedures and a strong rapport
- PROPORTIONALITY** We seek to support people in a dignified way that is the least restrictive response to option for them, our entire service provision of supporting people in their own home is reflective of this commitment
- PARTNERSHIP** We work in partnership with a number of external agencies including the Local Authority, GP and OT's to support our clients and we work closely with staff, service users and their families to ensure a united service
- PROTECTION** We recognise that those we support have the potential to be at risk of harm in their own homes, we work with them to ensure we have methods in place to protect them from this whilst championing their rights and wishes
- ACCOUNTABILITY** We are transparent in all the services we provide and look to instil this throughout our relationship with staff, service users and their families with a view to building a strong rapport with all.

PHILOSOPHY OF CARE

Our staff are carefully selected based upon their skills and attributes to be able to support people in their own homes in a way that promotes dignity, individuality and empowerment of all service users. Through this method of care we are able to develop a proportionate rapport that sees us able to respond effectively to changes in needs and wishes and ensure we are well placed to support a persons' emotional, physical and spiritual well-being. We value the contribution of family and friends and recognise how important these are when looking after a person in a holistic way.

All staff are required to engage in training regularly as part of a continual rolling programme of CPD to ensure their skills are up to date and ad hoc training is offered as needed whether in response to an identified need to a concern.

REGISTERED PROVIDER

Name: **Christine Nichols**

Experience: Owner of Mayfield Homecare Services Ltd since 1989
Retired District Nurse
Retired RGN with 15 years' experience

Qualifications Registered General Nurse
Teaching certificate in further Education

Registered Address 84 Sankey Street
Warrington
Cheshire
WA1 1SG

Telephone 01925 245090
Fax 01925 245096
Email tasc@mayfieldhomecare.co.uk

REGISTERED MANAGER(S)

Name **Barbara Hargreaves**

Experience Registered Manager of Mayfield Homecare Services Ltd since 1998
Administrative experience since 1989

Qualifications BA Hons in combined studies specialising in Business Management
BTEC Business and Finance
Registered Managers Award

Registered Address 84 Sankey Street
Warrington
Cheshire
WA1 1SG

Telephone 01925 245090
Fax 01925 245096
Email tasc@mayfieldhomecare.co.uk

Name **Diane Brindle**

Experience Care work since 2001 and Registered Manager since 2013

Qualifications QCF Level 5 in Leadership and Management
NVQ Level 3 Moving and Handling Trusted Assessor
NVQ Level 2/3 Assessors Award

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SERVICES PROVIDED

Mayfield Homecare Services Ltd provides the following types of care:

- Daytime care and support
- Domestic support
- Waking night support
- Sleep in care

The minimum length for a visit is 15 minutes and they increase by 15 minute increments from there

CARE PROVISION

Mayfield Homecare Services Ltd provides a range of personal care tasks, defined as follows:

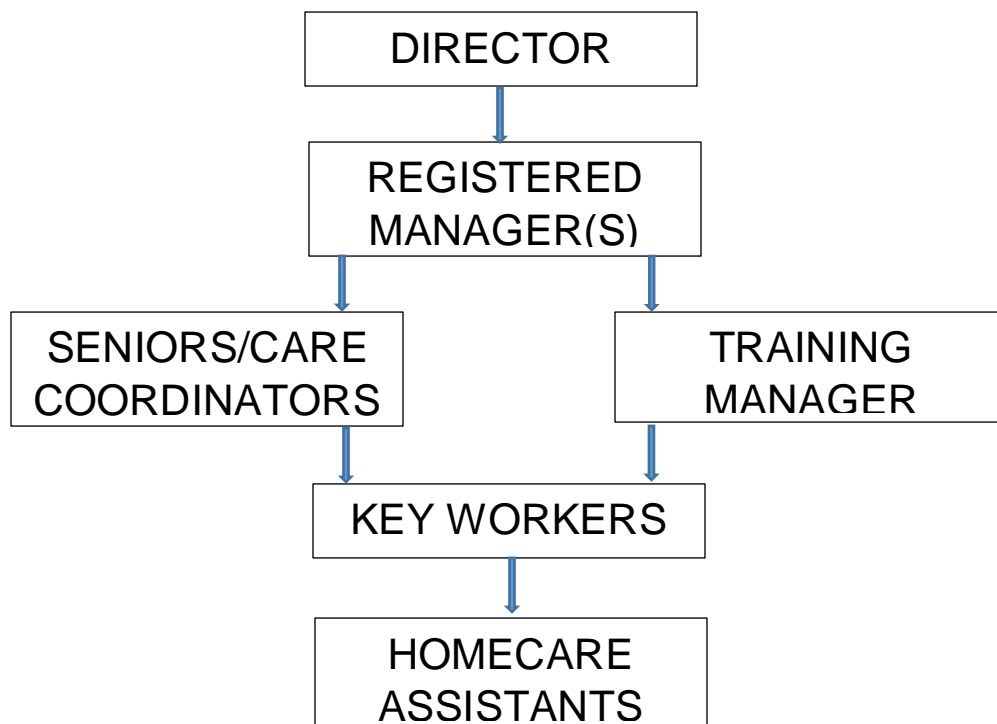
Assistance with daily living tasks including support with meal times and eating, showering or bathing and assistance with going to the toilet. Assistance to get dressed and to support a person getting up from bed and going to bed as well as support with medication where applicable

We will also undertake, through prior arrangement with light domestic services including housework, laundry, shopping and support with finances such as collection of benefits (if needed) and to pay bills.

CLIENT BASE

The majority of Mayfield Homecare Service Ltd clients are aged 65+ however we have the ability to offer a service to any adult over the age of 18 years.

ORGANISATIONAL STRUCTURE



STAFF NUMBERS AND TRAINING

Mayfield Homecare Services Ltd according to the NMDS records on the 10 April 2018, employs a total of 60 staff including the owner, two registered managers, a training manager, three senior carers/care coordinators and 53 homecare assistants all over 18 years old. All staff are selected for their personal qualities of reliability, integrity, care and professionalism. They are each carefully screened through a 1-1 interview and through the pursuits and receipt of two references and a clear enhanced DBS check prior to commencing employment.

Prior to commencing 'shadowed' supports with experienced staff all new starters as subject to an induction from the Training Manager who has been working in H&SC training since 2009 and is occupationally competent and qualified to deliver all induction subjects.

Upon completion of induction staff are subject to a 6 month probation period and will complete a shadowing record as well as additional training and the Care Certificate in order to be fully employed. Failure to complete these areas or if there are concerns over competence, conduct or sickness during the probation period can result in an extension of probation or termination of employment.

All staff will be supported to achieve a minimum of a Level 2 qualification in care and will become eligible to study towards this after 1 year of employment.

On completion of a satisfactory probation period staff are required to attend training on a regular basis the schedule of which is outlined below

Training	Renewal frequency
Health and Safety	3 years
Food Hygiene	3 years
Equality and Diversity	3 years
First Aid	2 years
Safeguarding **	Annual
Medication	Annual
Moving and Handling	Annual
Mental Capacity Act **	Annual
Privacy and dignity **	Annual
Prevent	As required
Dementia	As required
PEG feed	As required
Stoma Care	As required
Catheter Care	As required

** Can be combined in one session/workshop

Mayfield Homecare Services Ltd have a robust in house training provision and will outsource for specific training as identified from sources such as District Nurses, Local Authority or another reputable provider.

SERVICE USERS' ASSESSMENTS

A service user assessment is usually conducted by one of our experienced Senior Care team and will be completed prior to a package of care being delivered.

In the case of an emergency package of care being needed a provisional assessment of needs will be made and a basic package of care will be implanted on a short term basis until a more thorough assessment can be done

SERVICE USERS' CARE PLAN AND REVIEW

Service user care plans are normally prepared prior to the commencement of the delivery of a care package, all plans, where applicable are completed in consultation with the service user and where this is not possible we will seek to have the views represented in line with the Care Act 2014. In emergency situation, a provisional plan will be implemented with a view to a more thorough assessment being completed.

Once developed the service users plan will be reviewed every 6 months and update to reflect any changing need and ensure the health of the service user as well as their emotional and physical wellbeing are all accounted for. The plan can be changed at any point if there is a pressing need to do so and the view and wishes of the service user will always be reflected.

We have an open door policy which is a part of our commitment to transparency and ensuring that we are accountable at all times, to that end we welcome contact from service users and their family for any concerns or compliments.

All amendments to plans are recorded in full and will be conducted following authorisation from the Registered Manager or Senior Carer as certain amendments may require the authorisation of the service users names GP or care manager.

COMPLAINTS

Mayfield Homecare Services Ltd have a full complaints policy which can be accessed if needed. We would hope that queries or concerns would be raised either with the care worker or Registered Manager at the earliest opportunity to enable them to be resolved swiftly and effectively however we recognised that there will be occasions where a more formal process will need to be applied.

If any person does wish to lodge a formal complaint this would be directed to the Senior Carers or the Registered Manager. All formal complaint, whether verbal or written, will be acknowledged within 7 working days. Every effort will be made to resolve complaint and to provide a full response to the complainant within 28 working days.

If after investigation, the complainant is still not satisfied, or if they feel that the complaint is of a serious nature and wish to speak with the Care Quality Commission they can do so using the detail below

CARE QUALITY COMMISSION

Regional Office,
Newcastle upon Tyne,
NE1 4PS

Telephone: 03000 616161

Fax: 03000 616172

Email enquires.northwest@cqc.org.uk

MONITORING AND QUALITY

Mayfield Homecare Services Ltd have been established with a forward thinking and quality orientated approach to care. We have developed our service through continuous review, listening to the view of our staff and service users and actively seeking and acting upon feedback from all other stakeholders.

The monitoring of client satisfaction is considered to be a very important indicator as to whether Mayfield Homecare Services Ltd is achieving its aims and objectives and delivering the high quality care service we strive for. To help us to achieve this quality measure we provide a questionnaire on a monthly basis to a random selection of clients to collect their view, we also collate compliments and concerns that are received through other forums.