

# **PENWITH CARE LIMITED STATEMENT OF PURPOSE & SERVICE USER GUIDE**

This document illustrates our support for people to choose the correct service and style of service that will be of use to them.

## **Our Philosophy**

To focus on providing the highest quality service built on honesty, reliability, and safety by taking a partnership approach to the relationships formed helped by taking responsibility for our side of any communication with customers, their families, relatives, carers, and advocates whilst promoting independent living within the customer's own home environment. Supporting customers, in a person-centred manner, to actively pursue as full and interesting a life as is possible for them achieved by having a highly trained and motivated workforce.

## **Our Aims**

- To recognise, and respect, the client's diversity ensuring religious, cultural, racial and gender identities are respected and to request clients and their carers respect the rights of staff team members to the same non-discriminatory treatment.
- To raise the standards of care and support customers to retain their independence of thought and activity by empowering individuals to use a person-centred approach in delivering and receiving a support package in which the customer is encouraged to participate, as much as they choose or can do so, in formulating their own care package whilst understanding the importance and limits of confidentiality.
- To meet the client's physical and emotional needs in a dignified non-judgemental way.
- To focus on providing the highest quality service built on honesty, safety and reliability delivering the care in accordance with the customers individualised personalised care plan.
- To ensure that the forms of communication, language and address used are suitable for the needs of the customer promoting an ethos of inclusion balanced against the requirements placed on us by the Mental Capacity Act.
- To ensure that the customer is always treated with dignity and respect whilst being safeguarded from the risk of abuse.
- To ensure that all information received whilst carrying out our business is treated with the utmost confidentiality and is not passed to any unauthorised persons. Records will always be accurate and fit for purpose.
- To be respectful of the client's personal privacy and space.
- To ensure that all health and safety procedures are followed at all times with due consideration given to risk assessments.
- To ensure that the quality of the service provided is consistently of the highest standards possible.
- To ensure clients are provided with full, accurate and useful information concerning the services provided, and any changes to those services which may affect their well-being.

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## Our Values

- Trust and integrity are key principles across all aspects of the organisation along with respect and diversity
- Taking personal responsibility for decisions we make
- Teamwork whether working with other members of the organisation or in a co-productive manner with others
- Continuous improvement, taking compliments, concerns, and complaints as an integral part of our feedback loop taking every opportunity to learn and develop the service seeing feedback as a gift.
- Setting high standards whilst celebrating achievement

## Customer groups we support

The organisation provides the following CQC designated activities from this address:

- Domiciliary Care Service (DCC)

We provide a range of care services to customers throughout Cornwall. Our team can provide a wide variety of services, as required, to meet the individual needs of each customer. All our team members will have either achieved, or be working towards, a recognised level 2 or 3 qualification in Health and Social Care, or related studies.

Penwith Care Limited takes a whole population approach and we can provide team members to support all customer groups including the following:

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- Older people
- People in supported living schemes
- Children and young people
- People with dementia
- People with learning difficulties or autistic spectrum disorders
- People with mental health problems
- People with physical disabilities
- People with sensory loss including dual sensory impairment
- People who use drugs or alcohol
- People who may display behaviour that challenges the people with whom they live or the environment in which they live.

## Services we provide

- Personal care (such as getting up and putting to bed, personal hygiene).
- Preparing light snacks and meals.
- General help (such as shopping, housework, running errands etc.)
- Sitter services
- Devise and deliver total Care Packages
- Continence care
- Supporting clients with daily living tasks.
- Signposting and assistance with the personalisation agenda, "individual budgets", Individual Service Funds, Care Act Advocacy, etc.

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## **Specialist tasks**

From time to time team members may be asked to undertake some tasks, which may be specialist. These tasks may be undertaken following appropriate risk assessments and only after specific training has been provided. The support team will be trained in the procedure before undertaking the tasks with the person with care needs by a specialist trainer with a relevant qualification and / or experience, e.g. occupational therapist, speech therapist, or nurse.

## **Quality Assurance**

The service is audited and evaluated against the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 and associated outcomes by the Care Quality Commission. First Call Care Solutions Ltd is also required to keep the regulator informed of the services it is providing.

Monitoring visits to customers are an important aspect of the service Penwith Care Ltd delivers and so these will be arranged on a regular basis to ensure the service commissioned by or on behalf of the customer continues to provide high quality, safe and appropriate care and support that meets the customers' present needs whilst protecting their rights. The Organisation will work with the customer, their family, and advocates to identify and manage risks to both customers and staff team members and will continue to seek professional safety advice when required. All customers, their families and carers are asked to complete an annual user satisfaction survey which together with feedback from compliments, comments, and complaints along with feedback from team members, the Care Quality Commission and service improvement team members will be considered to promote organisational development and continual service improvement.

## **Registered Provider**

Penwith Care Ltd  
71 Fore street,  
Copperhouse,  
Hayle,  
Cornwall  
TR27 4DX  
Telephone: 01736 797909  
Email: penwithcare@hotmail.co.uk  
Website: www.penwithcare.com

The Registered Manager for these regulated activities is Mrs Dana Deer who will also be the Responsible Individual for the services provided. The service will be provided at the address shown above.

## **Staff Qualifications**

Penwith Care Ltd places prime importance on employing team members who have the correct value base, appropriate training, qualifications, skills, and experience to support the customers in a person-centred manner in line with our Philosophy. Working in partnership with the customer, their

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families, and carers to negotiate the outcomes they require from the service and support their achievement of the same. Working with partner providers all staff team members are provided with access to all mandatory training, and QCF qualifications at the appropriate level.

All team members will be employed under the Safer Recruitment principles contained within First Call Care Solution Limited Policies and Procedures.

## **Compliments, Comments and Complaints Policy and Procedure**

Penwith Care Limited accepts that all feedback whether it is good or developmental is a tool for learning and giving direction to the organisation going forward. Customers, their families, and team members will not be discriminated against for making a complaint.

Compliments, Comments, and Complaints will be listened to and acted on effectively. The customer, their representative or carer has the absolute right to comment or complain about any aspect of the service they feel does not meet the customer's needs. A copy of this policy will be included in the information provided to all customers.

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

**CQC**  
**Citygate**  
**Gallowgate**  
**Newcastle upon Tyne**  
**NE1 4PA**  
**Telephone: 03000 616161**

## **Advocacy Services**

Penwith Care Limited will make the customer, their family and carer aware of any local advocacy and other relevant services, including specialist services, which may be available to support a particular service group.

## **Safeguarding**

Penwith Care Limited will ensure each customer and prospective customer is supplied with a copy of the organisation's Safeguarding Policy.

## **Raising Concerns (Whistleblowing)**

All team members are encouraged to raise concerns using the organisations Whistleblowing Policy if they have any anxieties whatsoever about the practice demonstrated by colleagues.