

**NORTH LINCOLNSHIRE COUNCIL**

**ADULT SERVICES CABINET MEMBER**

**STATEMENT OF PURPOSE FOR NORTH LINCOLNSHIRE  
COMMUNITY SUPPORT TEAM**

**1. OBJECT AND KEY POINTS IN THIS REPORT**

- 1.1 To seek approval for the Community Support Team Statement of Purpose for 2015 – 2016

**2. BACKGROUND INFORMATION**

- 2.1 North Lincolnshire Council's Community Support Team is a Domiciliary Care Agency registered to provide personal care to people who live in their own homes.
- 2.2 During 2014/15 it provided short-term rehabilitation services to 1,498 people, assisting individuals to regain as much independence as possible. The majority of the individuals that they work with are either discharged home from hospital or leave Intermediate care at Sir John Mason House. Others are already living at home and due to a period of ill health require a short period of reablement.
- 2.3 74% of the Community Support Team service users leave without further services and a further 10% have lower level services such as equipment or telecare to support them to remain living independently at home.
- 2.4 We know that 90% of people who received rehabilitation and reablement services through the Community Support Team and intermediate care were still living at home 3 months after they left the service. This performance is in the top quartile.
- 2.5 The Care Quality Commission (CQC) is the national regulator and undertakes unannounced inspections of registered services to ensure that they are providing services that meet fundamental standards of care.
- 2.6 Regulated services are required to provide CQC with a statement of purpose detailing who they are as service providers, their aims and objectives, what services are provided, and details of the regulated manager. They also have to notify them of any changes. The Statement of Purpose must be updated annually.

### **3. OPTIONS FOR CONSIDERATION**

3.1 That the CST Statement of Purpose is approved.

### **4. ANALYSIS OF OPTIONS**

4.1 The Statement of Purpose is a Regulatory requirement. The Community Support Team will continue to meet its' regulated requirements providing high quality rehabilitation and reablement services enabling individuals to remain within their own homes. The Statement of Purpose for 2015-16 has been updated to record the move to Sir John Mason house (Statement of Purpose 1.3) and to record the requirement to meet the Duty of Candour Regulation 20 (Statement of Purpose 7.2).

### **5. RESOURCE IMPLICATIONS (FINANCIAL, STAFFING, PROPERTY, IT)**

5.1 Community Support Team works within the Council's financial framework and policies and procedures.

### **6. OUTCOMES OF INTEGRATED IMPACT ASSESSMENT (IF APPLICABLE)**

6.1 N/A

### **7. OUTCOMES OF CONSULTATION AND CONFLICTS OF INTERESTS DECLARED**

7.1 Service Users and Carers are continuously consulted about the quality of the service and its' ongoing development. This statement of purpose is available to them.

7.2 There are no conflicts of interest declared.

### **8. RECOMMENDATIONS**

8.1 That Cabinet Member approves the Community Support Team Statement of Purpose and continues to support the work of the Service.

DIRECTOR OF PEOPLE

Civic Centre  
Ashby Road  
Scunthorpe  
North Lincolnshire  
DN16 1AB

Author: Lorna Wakefield

Date: 03/07/15

**Background Papers used in the preparation of this report: None**



**NORTH LINCOLNSHIRE COUNCIL  
COMMUNITY SUPPORT TEAM**

**STATEMENT OF PURPOSE**

**JULY 2015-16**

Date	Author	Version
13.07.15	Lorna Wakefield	1

## **STATEMENT OF PURPOSE**

This Statement of Purpose complies with Regulation 4 (1)(c) Schedule 1 of *The Domiciliary Care Agencies Regulations, 2001 and Care Act 2014*

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## **Part 1: PROVIDER DETAILS & LEGAL STATUS**

### 1.1 Legal status

North Lincolnshire Council, Adult Services is the organisation responsible for CST.

### 1.2 Services Provided

North Lincolnshire Council through its Community Support Team (CST) within Adult Services provides Rehabilitation and Reablement Domiciliary Care to adults within the North Lincolnshire community.

### 1.3 The contact details for CST

Address:

Adult Services Community Support Team  
North Lincolnshire Council Intermediate Care Centre  
42 DeLacy Way  
Winterton  
North Lincolnshire  
DN15 9XS

Tel. No: 01724 297979 / 01724 298190

E-mail: [CommunitySupportTeamAdults@northlincs.gov.uk](mailto:CommunitySupportTeamAdults@northlincs.gov.uk)

Website: [www.northlincs.gov.uk](http://www.northlincs.gov.uk)

## **Part 2: AIMS & OBJECTIVES**

### 2.1 Aim

Our aim is to deliver a service of personal care through rehabilitation and reablement to meet the needs of service users in their own (home) environment and they consent to us supporting them. This will be achieved by promoting a standard of excellence that embraces the fundamental principles of Good Care Practice.

### 2.2 Objectives

To meet the needs of the service user, the service promotes the individual's well-being by

- delivering a service of the highest quality that will improve and sustain the service users' overall quality of life
- ensuring that the care service is delivered flexibly, attentively and in a non-discriminatory fashion while respecting each service user's right to independence, privacy, dignity, fulfilment, and the rights to make informed choices and to take risks
- promoting physical and mental health and emotional well-being
- protecting individuals from abuse and neglect

- enabling control by the individual over day-to-day life (including support provided to the individual and the way in which it is provided) family and personal relationships
- respecting the individual's views, wishes, feelings and beliefs
- prevention or delaying the development of needs for care and support and the importance of reducing needs of either

The service also strives to;

- ensure that the care service in the whole is delivered in accordance with the departments stated policy
- enable service user care needs to be met we will manage and implement a formal programme of staff planning, selection, recruitment, training and personal development
- match the support worker as closely as possible with the service user, and respecting the need to change the care worker in the event of subsequent non-compatibility
- manage the care service making the best use of resources maximising value for money for the service user
- undertake a risk assessment of environmental Health & Safety hazards within the home of each new service user, and to ensure that areas of concern are duly reported to the service user. The risk assessments will take into account the right of the service user to take risks, as indicated above
- ensure that all service users receive written information on the council's procedure for handling complaints, comments and compliments, and how to use it and are informed that we will be honest and transparent with them if there were any problems.

### **Part 3: THE SERVICE BASE AND PEOPLE SERVED**

#### **3.1 The Service Base**

CST is based at Winterton within the same facility as the council's Intermediate Care bed - based unit. The staff provide support to individuals throughout the whole of North Lincolnshire within the boundaries of the council.

#### **3.2 People Served**

CST is a rehabilitation and reablement service providing support to adults of 18 years and over whose needs include support with personal care to enable them to remain independent. The service works as part of an integrated team with other services and professionals to ensure that the services meet the needs of the individuals.

The council has a diversity policy and the CST operates within it. CST provides support to those who have had a needs assessment and the individual has consented to a programme of rehabilitation and reablement.

## **Part 4: REGULATED MANAGER & STAFF**

### 4.1 The Registered Manager

Registered Manager: June Elvin (Registration awaited)  
Team Manager  
North Lincolnshire Council Intermediate Care Centre  
42 DeLacy Way  
Winterton  
North Lincolnshire  
DN15 9XS

### 4.2 The Responsible Individual

Responsible Individual: Lorna Wakefield  
Principal Manager  
Hewson House  
Station Road  
Brigg  
North Lincolnshire  
DN20 8HX

Under Lorna's responsibility there are two registered services. (CST) a domiciliary service focusing on short-term reablement and a registered bed-based intermediate care service

Community Support Service, Sir John Mason House  
42, De Lacy Way, Winterton, North Lincolnshire, DN15 9XS for adults 18+ with emphasis of rehabilitation and reablement.

Intermediate Care Service, Sir John Mason House  
42, De Lacy Way, Winterton, North Lincolnshire, DN15 9XS for adults, disability related.

Support workers are employed on a part-time basis, to meet the needs, requirements, circumstances and / or levels of dependency of the service user. A full register of all employees may be found at the team's offices. Each job position is supported by 3 key documents:

*Employee Specification* - summarises the personal qualities, professional qualifications and appropriate work experience required from a job applicant.

*Job Description* - summarises the tasks and duties associated with the job position, and associated reporting relationships.

*Training Plan* - summarises the fundamental training that the jobholder is required to undergo to satisfactorily carry out the duties listed in the job description.

#### 4.3 Staff qualifications and experience

North Lincolnshire Council retains a complete record of all qualifications, credentials and experience gained for each staff member, whether full-time or part-time. These records may be found in the staff files retained at the council's offices, and are of limited access for reasons of confidentiality and security.

As a summary, support workers are required to have, as a minimum, the following in order for them to provide care services for service users at their homes:

- Experience of personal physical care within working role or life experience
- Full secondary education
- Ability to prioritise workload
- Good communication and literacy skills
- Ability to work on own initiative or as part of a team
- Ability to work required shift pattern

As of the 1<sup>st</sup> April 2015 the service employed 98 staff of which 70 are Support Workers 9 Duty workers 9 Home Care Assistants (nights – 2 job share) and 10 Care Coordinators (2 Job share) (The registered manager will revise figure in January 2016). The staff are required to have a formal induction programme that includes:

- Introduction to the service
- Supervision
- Employment Appraisals
- Criminal Records Bureau checks
- Training required by legislation that includes Health and Safety, Moving and Handling and Medication.

They also have regular updates and any other training, which is identified by them or their manager.

#### 4.4 Fees and charges

There is a nil charge for service users who are undertaking a rehabilitation programme in CST. Thereafter all are financially assessed using the Councils' Fairer Charging Policy.

#### 4.5 Shift rota patterns and time sheets

Staff rotas and allocations are fully dependent upon the size of the service user base and the levels of dependency of service users for who care services are required.

Each support worker is issued with a weekly programme of work which is completed on a daily basis with details of visits made and hours worked per visit. At the end of the week this information is collated for purposes of logging and tracking hours worked per support worker.

### **Part 5: SERVICES PROVIDED BY THE COUNCIL**

#### 5.1 The Council's Statement of Good Practice

The philosophy of the council's Diversity Policy is to reflect and promote values that focus upon

the individual service user or service user being at the centre of support planning and service delivery. To help achieve this, the council has drawn upon the important core values of care to develop the following service values, which will form the basis for considering the provision of an individual care service:

- Service users and their carers are fully involved in decision-making when an assessment of needs is carried out including the assumption of risks as well as responsibilities.
- Choice of lifestyle, including the opportunity to select from a range of options independently to maintain independence
- Respect for the dignity and individuality of the person and his / her racial and ethnic identity and cultural heritage.
- Involved in the development of plans, policies and decisions affecting the individual's life.
- Privacy from unnecessary intrusion and ensuring that confidentiality is maintained at all times. Irrespective of age, race or ethnic origin, creed, colour, religion, political affiliation, disability or impairments, marital status, parenthood, sexual gender or sexual orientation.
- Equality of opportunity and access to services

The realisation of these values, together with the level of help and support required to achieve personal goals, will be a unique process for each person - every person is an *individual*. However, the value principles remain constant and will provide a sound foundation for the provision of care to all, regardless of personal circumstances and in accordance with the council's Equal Opportunities and Diversity Policy

## 5.2 Services & duties not undertaken by care workers

Implicit in the council's Code of Good Practice is the clear definition of those duties that cannot be undertaken by the care worker. These duties form an integral part of the staff induction/ training programme and included in these are:

- The support worker must not carry out their duties in an unoccupied house. If the service user is absent when the support worker calls, and assuming that the support worker has gained access, then this must be reported immediately to the team manager or line manager.
- Purchasing of lottery tickets.

## 5.3 Range of services provided

The council offers help and assistance to the service user in the aspects of care detailed below. In all cases these services are controlled through the detailed Policies / Procedures which may be consulted in the council's Policy Manual:

*Health Care Services: Nursing is not included in these services.* This specifically addresses the handling of a service user's medication, and the circumstances under which assistance may, and may NOT, be given.

*Provision of Meals & Dietary Care:* Including support with food preparation at the service users home.

*Personal Care Services:* Including support with personal care in relation to bed bathing, washing, bathing, showering, toileting, dressing and undressing and care of teeth and nails

*Social Care Services:* Includes gifts gratuities & bequests to staff and involvement with service users wills and estates

#### 5.4 Arrangements for continuity of care

We always strive to ensure the continuity of staff whenever possible. If in the event of unforeseen circumstances, interruptions prevent service visits to a service user, we would inform the service user via a letter or by telephone, if short notice to keep the service user fully informed. Where required contingency plans will be put in place and actioned where necessary. Service users are made aware at the commencement of services that should they require ongoing support they will be transferred to one of our preferred providers of Domiciliary Care. A full assessment will then be completed with the full involvement of the service user, carer and family to support them to access services using a personal budget if required.

#### 5.5 Terminations or transfer of services to service users

Regular progress meetings are held with the service users and their carers. They are consulted fully to determine when and how services are ceased or transferred. If services are to be transferred to other agencies from CST, or they wish to arrange themselves, a review will take place and alternative service provisions to meet the needs of the service user will be accessed (in so far as it is under a legal duty to do so) until a full assessment has been undertaken.

### **Part 6: HEALTH & SAFETY CONSIDERATIONS:**

The council has established an overall Health & Safety Policy. All staff is given a Health and Safety handbook at induction.

#### 6.1 Vulnerability & protection of support workers

The council recognises the potential safety implications of support workers travelling, often alone, to visit service users, and its responsibility to minimise the risks involved to a manageable level while ensuring maintenance of the services provided. We have comprehensive policies and procedures in place to protect staff.

#### 6.2 Vulnerability & protection of service users

The council recognises and appreciates the vulnerability of its service users, and of the need to ensure that their welfare and safety is protected. The council has therefore established Policies/Procedures to address specific aspects of safety and duty of care to the service user:

#### 6.3 Safeguarding Service Users' personal property

The council recognises its responsibilities in ensuring the safeguarding of the service user's personal property while undertaking duties at the service user's home, and also the duty of care

involved in ensuring the safety and security of the service user's premises at the end of a visit. The council has therefore established Policies / Procedures to address specific aspects of safety and security of the service user's property:

**Part 7: CONTINUOUS QUALITY IMPROVEMENT**

**7.1 Service User feedback (quality assurance, reviews, compliments)**

There is a formal process for seeking the views and opinions of service users / carers regarding their perceived quality of the care services provided by the council: This process focuses upon the use of questionnaires that are given to service users and / or their family members. Questionnaires are designed to seek opinions on the council, and the critical aspects of its care services as perceived by the service user.

The results of all questionnaire surveys are reviewed on a formal basis. The results of these are used in our Quarterly Performance Review and help us to continually improve the quality of the services we provide. They also form part of our annual Quality Assurance Report and service users receive a copy of this.

**7.2 Complaints, concerns, comments & compliments**

Where staff have made mistakes these will be discussed as soon as possible with the individual, family or carer. Any actions taken will be shared and apologies and reassurances given.

Service User feedback concerning the quality of care services is formally reviewed and action taken as necessary. This can be given in a variety of ways and can be positive and negative feedback. The Types of feedback include:

- Compliments - positive input regarding aspects of the Care Service
- Comments - still positive, but possible scope for improvement
- Concerns - negative feedback where action may be required to address a problem.
- Complaints - serious concerns on the part of the Service User, requiring formal action as described below:

There is a formal Complaints Procedure for the management and handling of complaints from Service Users. The Policy provides for appropriate investigation and a timely response to the complainant, and if required the means for the Service User to take the complaint to the appropriate regulatory authorities. At the start of service the Service User is made aware of the right to complain. Our welcome guide and a fact sheet is available relating specifically to the complaints procedure, as we strive to ensure that compliments outweigh complaints.

STATEMENT OF PURPOSE		
Signature:  June Elvin	Date: July 2015	Date to be reviewed:  July 2016