

STATEMENT OF PURPOSE

INTRODUCTION

Welcome To Explora Haven

This Statement of purpose is a guidance document for the organisation and all our stakeholders. It guides us through a summary of the services we provide, our aims and objectives, policies and procedures, values and principles of care.

MISSION STATEMENT

“Explora Haven aim to set a standard in the Health Care sector by delivering exceptionally high quality care, with a team who have real passion for delivering Service User-focused care with dignity and respect, which is valued and admired by all.”

The organisation’s aim is to promote and provide high quality of service to all our Service Users. Our staff work to high standards in a professional and confident manner. We recruit satisfactory/average people and train them to become skilled and confident workers. However, as with all companies, we have some important rules that must be adhered to at all times, as long as they remain with the organisation. All our staff are fully inducted and familiarised with these rules and clearly understand what is expected of them while carrying out employment duties. All care workers are asked to sign a document after induction training as proof of their understanding of what they had learnt together with answers to questions given by the trainer.

DIRECTOR’S MESSAGE

I am Julia Mills, the Director of this organisation. I have over 20 years’ experience in domiciliary care management and prior to that, I worked for a number of large and reputable domiciliary care provision organisations. I have various qualifications in Health and Social Care and lead the organisation with hands on approach.

Explora Haven has a Registered Manager also with extensive number of years of hands on care and management experience, and is also a qualified Health Care Assessor. She works very closely alongside with me in managing the workforce and ensuring that all staff are trained to the highest standards. She is also closely supported by a number of care co-ordinators, who are also trained to ensure that assigned care packages of service users are well managed. The

company also have a Care Review Officer who is responsible for all support plan reviews and spot checks. The care review officer also works closely with our Pastoral Officer who handles carers' grievances. The remaining members of the team work closely with both The Registered Manager and me and have very specific responsibilities in enabling the Organisation to run in a streamlined and efficient manner. Our Digital Communications Consultant and Public Relations Manager, supports the operation in advertising for recruitment purposes and ensures that we have the most up to date technology to make the recruitment process as robust and effective as possible. We are able to monitor our recruitment and retention levels and this enables us to plan well in advance for busy periods to ensure that we always have sufficient amount of resources to meet the demands of the organisation. By embracing technology we are able to recruit in a timely manner and embed compliance with the Health and Social Care regulations into our daily activities. The use of technology also enables us to produce statistical data on our workforce and this ensures that we manage renewals of DBS', training, supervisions and appraisals in a timely well-planned way.

Our HR department run by the HR manger, and closely supported by HR Officers and admin team are responsible for the screening of all new applicants. We have a transparent and fair recruitment and selection process that uses values-based interviews and approaches to identify the personal attributes and attitudes essential for caring. We ensure that all employees have the necessary language, literacy and numeracy skills to do the job. All potential employees pass through the organisation's robust recruitment and selection program when they respond to recruitment adverts. They are required to complete a comprehensive application form and provide details of three referees of whom two must be from their most recent employers. We collect a third reference based on character. All staff must also be eligible to work in the UK and must have the enhanced DBS check by our organisation. As a member of the UKHCA we are able to process the DBS checks in a timely manner.

Explora Haven commenced trading as a Domiciliary Care and training organisation and has been trading for many years. We are therefore very well equipped to deliver high quality domiciliary care training to all new applicants and existing staff. All new applicants undergo the organisation's induction training that covers all mandatory subjects including Moving and Handling Legislation and Explora Haven's Policies and Procedures. As part of our Induction Training all staff are required to complete the Skills for Care "Care Certificate" to ensure that not only are they able to demonstrate through their written work but that they are able to

demonstrate in a practical setting that they are properly equipped for the tasks assigned to them. The topics covered are the 15 Standards, which are, Understanding your role, Your Personal Development, Duty of Care, Equality and Diversity, Person Centred Values, Communication, Privacy and Dignity, Fluids and Nutrition, Mental Health, Dementia & Learning Disabilities, Safeguarding adults, Safeguarding children, Basic Life Support, Health and Safety, Handling Information, Infection prevention and control. The training program includes both theory and practical and thereafter, sent out on placement and shadowed by senior carers to monitor their delivery of service. Our Field Assessors are then responsible for signing new applicants as competent and once all standards have been met staff are issued with a Care Certificate. When identified, staff will receive additional one to one hands-on training by our field supervisors if deemed necessary. All our staff have quarterly supervision sessions although this may be increased if deemed necessary. Examples where this may be necessary is when we have received a concern or complaint about an individual care workers conduct, or when our Field Supervisors feel this is a necessary measure to take following on site supervisions. All our staff also have their individual Continuous Professional Development Plan (CPD) to ensure that their skills and knowledge base are continuously enhanced so that they can develop as social care workers and continuously improve their knowledge and skills. All employees are spot checked throughout the duration of their employment to ensure that they are maintaining high standards and working in a person centred way that promotes our service users choices and dignity.

Explora Haven has an excellent staff retention record and we ensure that our terms and conditions are very fair whilst remaining very competitive. We pay our care workers the London Living Wage, which we feel reflects the minimum we should expect a care worker to earn for a job that requires exceptional qualities. Honesty and integrity and the compassion our care workers give justifies that they earn a decent living wage. We often hold carer surgeries to discuss in an open environment our workforces needs and to examine how we as a provider are rated. We invite service users and their representatives to these surgeries so that we can get open and honest feedback from a service users perspective too. All that participate seem to enjoy the surgeries and we have found that these forums also open up barriers to service users perspectives on care workers. These forums enable a deeper understanding of culture and diversity and embrace a forward thinking collaborative approach to community care services. We incentivise our staff through annual awards and accolades which we address at an annual ceremony. At Explora Haven we have a proud, happy and stable workforce and this is reflected

in our service user and staff surveys. You are again reminded that Explora Haven will provide the highest quality of services and care to your full satisfaction I hope you enjoy our service.

Service Users Charter

This Charter is a mark that distinguishes us and assures service users that our staff represent us and must therefore conduct themselves in a highly professional and caring manner and think quality at all times, hence our slogan '***Recruiting care excellence***'. All personnel and staff are issued copies of this charter, which we herein reproduce:

- Your dignity will be most respected.
- Your needs will be met based on consultative assessment.
- You will be provided with high calibre professional staff.
- You will receive a high quality of service from our dedicated staff.
- You have absolute say in choosing the gender of carers we supply to you subject to the Sexual Discrimination ACT.
- You also have the right to tell who you will, or will not, have in your home.
- We will recognise the concerns and rights of your next of kin in relation to the services we provide to you.
- You have the right to complain about the services we provide to you. Our complaints policy and procedure is stated in this book. The receipt of a complaint will in no way jeopardise the quality of our services to you.
- Any information you supply to us is protected under the Data Protection Act 1998. All information is therefore strictly confidential. If we, however, have to consult with a third party, eg. Doctor or district nurse concerning your requirements, we will endeavour to seek your consent before doing so except in emergency situations.
- You have the right to request for copies of your files under the above named Act.
- In order to ensure that an unrivalled service is provided to you, Local Authority Inspection Units will undertake quality assurance checks. We will therefore, in such situations provide them with names and addresses of clients funded by them.
- As an Equal Opportunities Employer you are assured of zero tolerance on any form of discrimination whatsoever. Disability, race, colour, language, ethnicity,

religion, etc. do not affect employment and the services we provide to you in any way.

- Our Professional staff will always promote your safety and well-being and are fully committed to this charter.
- Our workers will respect you and your home including property and possessions, and respect your integrity at all times.
- Explora Haven workers are not permitted to take gifts or services from you without the express consent of management.
- Our staff cannot borrow from you, or lend anything to you. They are also not allowed to purchase or sell to you under any circumstance.
- Our staff cannot act as witnesses or signatories to any legal documents for client. Any such representation may be deemed as gross misconduct, which will result in disciplinary action taken against them.
- Our staff are not allowed to use your telephone without your permission. Such calls may only be made for issues concerning your welfare. Our staff are also not permitted to exchange telephone numbers with services users. Service users may contact staff by contacting the office.
- Explora Haven workers are not permitted to smoke or be under the influence of alcohol or any other illegal drugs while on your premises. Staff are also not allowed to purchase unlawful drugs for our service users.
- Under no circumstance should care workers bring unauthorised people or pets to your home.
- Care staff may only hold keys to your premises only during care periods. All keys must be returned and kept in our offices.

- You are required to reciprocate the respect our workers offer you by treating them with respect and courtesy. If however, the working relationship with the organisation becomes sore for any reason, we reserve the right to withdraw our services.
- Explora Haven will provide you with all information concerning our fees where applicable. All relevant information concerning our services, if not found in this book, are available on request.

Services Provided

Explora Haven is a service providing Domiciliary Care and training organisation that provides Health care services such as personal and domestic care to individuals ranging from the Elderly to individuals with complex personal care needs, arising from physical and severe health problems or short term support to enable people live within the community to maximise their independence. We provide service users with care/support workers, Personal Assistants, key working officers, 'Buddy service' personnel staff and domestic workers.

The service is reviewed on regular basis with service users and their carers to ensure that our bespoke service provision is maintained at high levels and that their comfort and safety is re-enforced.

We ensure that each service user has a copy of their own personal care plan that sets out how the service is delivered also to ensure that desired outcomes and choice of lifestyle are supported and maintained.

We ensure that staff have professional qualifications relevant to their work.

Aims and Objectives

- a. We aim to offer our service users focused provision, person centred, flexible to their care needs promoting independence and ensure that each individual have the best quality of life in the comfort of your own homes. As our slogan goes, 'your comfort our satisfaction', we aim at seeking the comfort of all our service users.
- b. We aim to provide a high calibre of service by means of suitably trained, experienced staff that promotes the company ethos for continuity of care.
- c. We aim to involve all service users, your carers and/or representatives in the

formation, development, implementation and review of their service provision.

- d. Our staff are trained to respect the confidentiality and individuality of each service user.
- e. We respect the service user's choice for privacy, dignity, lifestyle, customs, religion and values
- f. We ensure that service users have access to the highest calibre of care and staff. This is achieved by frequent staff supervision, frequent service monitoring including spot checks, feed-backs from service users and our anonymous report system structured by our organisation that promotes safeguarding of vulnerable adults
- g. We seek to promote each service user's independence and assist in improving the quality of their lives. Ensuring the safety and welfare of each service user is principal to us.
- h. It is the aim of Explora Haven to deliver personal care and associated domestic care to service users in the home environment, to a standard of excellence which embraces the fundamental principles of good care practice.
- i. It is the aim of Explora Haven to take all reasonable steps to remain financially viable in order to achieve its aims and objectives
- j. It is the objective of the organisation to provide a service of the highest quality, to improve and sustain the service user's overall quality of life. By meeting the following objectives:-
 - Provide the highest quality of care
 - To promote choice and independence for our service users
 - To constantly strive to improve customer service
 - To invest in staff to develop their skills and knowledge, thereby improving the service we provide.
 - To provide best value through monitoring our service and systems on a continuous basis.

- To ensure that the service is delivered flexibly, attentively and in a non discriminatory fashion, whilst respecting each service user's rights to independence, privacy, dignity, fulfilment and the right to make informed choices, and to take risks.
- To ensure that each service user's values and needs are respected in matters of religion, culture, race or ethnic origin, political affiliation, marital status, parenthood, disabilities and impairments.
- To ensure that our services is delivered in accordance with the agreed contract of care.
- To manage and implement a formal programme of staff planning, selection, recruitment, training and personal development, to enable service user's needs to be met.
- To ensure that a suitable Care worker is assigned to service users at all times, and for the organisation to respect the service user's choice if there comes the need to change the assigned care worker in the event of non compatibility.
- To undertake a Risk Assessment of environmental Health and Safety hazards within the service user's home, and to ensure that any hazards are reported to the service user's care manager or purchaser.
- To ensure that all service users are provided with written information on the organisations procedure for handling complaints, comments and complements, and how to use it.

Support objectives

Explora Haven aims to:

- Offer skilled care to enable people who live in their own homes to achieve their optimum state of health and well-being.
- Treat all people who work are supported by Explora Haven and also, all people who visit, with respect at all times.
- Uphold the human and citizenship rights of all who we support, and who visit them.
- Support individual choice and personal decision-making as the right of all Service Users.
- Respect and encourage the right of independence of all Service Users.
- Recognise the individual uniqueness of Service Users, and visitors, and treat them with dignity and respect at all times.

- Respect individual requirement for privacy at all times and treat all information relating to individuals in a confidential manner.
- Recognise the individual need for personal fulfilment and offer individualised programmes of meaningful activity to satisfy that need of Service Users.

Values

Underpinning the service are the Organisation's Corporate Values.

Explora Haven's Philosophy of Care aims to promote and reflect the values that focus upon the individual service user, as being central to the care service planning and delivery of care.

In order to achieve this Explora Haven has drawn upon the fundamental core values of care which underpin the service's values. These are the basis for the provision of individual care service delivery.

Explora Haven believes that 'the best person to plan the future for an individual is themselves' where they have capacity to do so, or their Power of Attorney/advocate where they have no capacity. We therefore provide our service user's/advocates informed choices to enable them fulfil their expectations and aspirations which helps them plan their own lives and make decisions regarding their lives with minimal support.

These are:-

- Respect for the intrinsic worth, dignity and individuality of the service user. His / her racial identity and cultural heritage.
- Autonomy and independence of personal decision making, including the assumption of risks as well as responsibilities associated with citizenship.
- Choice of occupational activities, lifestyle and the maintenance of independence, including the opportunity to select from a range of options where possible.
- Participation and integration in society, in the development of plans, policies and decisions affecting the service user's life.
- Fulfilment of personal aspirations and abilities in all aspects of daily life, including the opportunity to develop new skills and knowledge.

- Maintenance of privacy from unnecessary intrusion, together with the safeguarding of confidentiality.
- Equality of opportunity and equal access to services irrespective of age, race or ethnic origin, colour, creed, religion, political affiliation, disability or impairment, marital status, parenthood, gender or sexual orientation.
- The realisation of these values together with the level of help and support required to achieve individual goals, will be a unique process for each individual – as everyone is a unique individual. However, the value principles remain constant and provide a foundation for the provision of care to all, regardless of personal circumstances

This is the fundamental statement about the Organisation's customer care policy.

Service provision:

This is based on operational values and principles of the care provision of the organisation.

Values and Principles of Care

The Organisation believes that, for services to be effective, they should be based on sound values and principles and an understanding of the fundamental and individual needs of people.

The Service Values are as follows:

Privacy

The right of individuals to be left alone or undisturbed and free from intrusion or public attention into their affairs. This is taken into account in the formulation of Care Plans, and will only be overridden in exceptional circumstances, and with the knowledge of the service user or their advocate.

Confidentiality

Service users' confidentiality is, wherever possible, maintained. Occasionally, it will be necessary, for the benefit of the service users' or others to share personal information with other professionals' or/and organisations of which service users or their advocates (where required) are consulted and their views taken into account.

Dignity

All individuals, whatever their circumstances, have the right to be treated with dignity and respect.

Anti-discrimination

Many service users, because of their circumstances, (eg age, disability, gender, marital status, sexual orientation, culture, religion or nationality), may find themselves in circumstances in which discrimination can occur. The Organisation designs its services and delivery to, wherever possible, promote equality and counteract discrimination where it arises.

Communication

Service users have the right to be heard and to be fully informed on all aspects of their care. Methods of communication are appropriate to the particular abilities and experiences of each individual, and are tailored to each particular set of circumstances.

Independence

Service users are enabled to act independently. Services are aimed at maximising the individual's capacity for self-care and mobility.

Risk Taking

All service users are entitled to make decisions about their daily lives and activities. This may, from time to time, result in a conflict between ensuring safety and maximising independence. Service users will be supported in their decisions to take reasonable risks.

Fulfilment

Every individual, whatever their circumstances, has the potential for development, and the right to hold personal aspirations. Within the boundaries set by legislation and professional social work ethics, service users are encouraged in achieving their personal goals.

Rights

The rights of citizenship are safeguarded for all service users. Work should be conducted in a manner that facilitates empowerment and makes appropriate use of advocacy.

Responsibilities

Service users are expected to accept appropriate responsibilities, taking into account their particular abilities and circumstances. These may include having due regard for others, for property or for participation in Care Plans.

Choice

Services are designed to be accessible and flexible, promoting ordinary lifestyles and based upon service user's own choices. Individual choice is promoted, within the limits imposed by service constraints.

Carer Support

The value of the contribution of carer and family support is fully recognised. The needs of carers providing, or intending to provide, regular or substantial care is, where requested,

assessed independently of the needs of the service user. The outcome of the assessment is taken into account when agreeing Care Plans.

Maximising Resources

The Organisation recognises its responsibility to make the best use of available resources, and to provide value for money. Services may be targeted to ensure that those who are most vulnerable are always adequately supported. Service user needs are responded to flexibly and imaginatively.

Operational Principles

Service users should be regarded as individuals with differing needs for whom each individual package of care is tailored.

- Service users should be able to live at home or in residential care with the minimum restrictions on their movements and activities (taking ability, insight, risk factors and legal and resource constraints into consideration). This can mean accepting a degree of risk over physical safety.
- Services should ensure that they are flexible and can adapt to changing needs and requirements of service users and their carers/families.
- The service must make all attempts to respect an individual's chosen lifestyle.
- Everyone involved with the service share a common purpose in maintaining and improving the self-respect and motivation as well as health and independence of service users.
- The service must maintain and, if possible, improve the quality of life for service users.
- The service will build around the skills and abilities of service users and promote the goal of empowering individuals to achieve their full potential.
- The service will consult with and involve users and their carers whilst ensuring confidentiality.

Charges

The Organisation has a price list printed which is available on request, and of which a copy is usually provided with this Handbook or our start-up pack. Charge rates are however reviewed annually, and are in line with the national inflation, and all purchasers are notified of all rate changes a minimum of 31 days prior to the date of commencement; and updated price list are sent to all purchasers when such changes are made.

Sickness Absence

In the event of staff being replaced due to sickness absence, we will ensure that the service user is contacted by telephone and informed of the temporary change in their service provision.

In the event of a permanent change, as a result of a review, an outcome letter will detail these changes to the service User.

Work Schedules and Timesheets

The Organisation is currently staffed by permanent and temporary staff whose working times are based on agreed hours. The Care Co-ordinators, guided by the Registered Manager organise work rotas, which have details of service user's addresses, visit times and services to be provided. Work schedules are allocated on weekly basis. Our week is scheduled from Monday to Sunday. All care workers are also provided with smart mobile phones that enables them to access their rotas and to log in and log out on every visit they are scheduled for, using the ECM (Electronic Call Monitoring) system. Carers without this device, for any reason, must complete timesheets for work schedules assigned to particular service users which are handed over to the service users for signing after all entries are carefully checked and total scheduled hours confirmed.

Complaint Procedure

Policy statement

Explora Haven takes all complaints from its clients and service users very seriously and will thoroughly investigate all complaints. Complaints are not necessarily deemed negative as they provide an opportunity to improve our services and practices. We will support all our service users to use our complaint procedures or others if they have the need to complain about any aspect of service received that they are unhappy about.

Complaints arise when service users allege that the service provided did not meet their expectations or appropriate standard. Thorough investigation into all complaints by the organisation is necessary, for which the Registered manager is ultimately responsible and accountable.

Complaints may fall into one of the following categories:

- Complaints related to some aspect of the service provided which would typically inconvenience the service user and should generally be able to be handled verbally.
- Complaints of a more serious nature that would be perceived to be the result of inadequate service from the staff, or some other service failure, leading to additional complications for the service user. These should generally be handled in writing or support the service user to complete.

Verbal Complaints

Service user complaints should be handled quickly and sensitively at the time of the complaint. If a complaint has been resolved verbally, the outcome should be the subject of a report to the Registered manager. All reports should be reviewed to ensure prompt, courteous and appropriate action has been taken and, if merited, a letter to the service user from the Registered Manager, should ensure that all matters have been resolved to the satisfaction of the customer.

Written Complaints

1. Advice – All complaints must be referred to the Registered Manager.
2. Acknowledgement – Service user's complaints must be acknowledged within seven (7) working days of receipt.
3. Responsibility – The Registered Manager should investigate complaints or delegate the investigation to her direct assistant as appropriate, of which all findings must be reported back to her.
4. Investigation – Correspondence to the service user from the staff dealing with the complaint should be signed at all times by the office manager.
5. Holding Letter – Holding letters should also, where possible, indicate how soon a reply will be sent and in any case, must be followed up by the final letter (final reply) within **three (3) weeks**.
6. Final reply – a final reply must be sent to the service user within **three (3) weeks** of the receipt of the original complaint.

7. Copy correspondence – if, by judgment of the office manager, the nature of the complaint, or its source, might be damaging to the business or reputation of the company and whenever a complaint might result in claims or litigation, copies of all correspondence must be sent immediately to the Nominated Individual, Ms Julia Mills.
8. Legal/Insurance – It is the responsibility of the Registered Manager to ensure that the company's insurers are alerted in good time of such a complaint.

Investigation of Complaints

The manager will thoroughly investigate any complaint received. Other staff, where appropriate will be asked to carry out an investigation into the complaint as it relates to them.

Ideally the service user should be interviewed initially when the issue comes to light and subsequently when all the facts have been gathered and a full explanation given. Professional but caring and flexible approach is necessary at this stage. For instance, the service user may prefer to meet at their home or at a neutral venue, and management should concur with this.

Statements and reports should be taken and forwarded immediately to the manager, to incorporate within the final reply to the service user.

Managing Complaints

Explora Haven takes all complaint from service users and their families/Power of Attorney's very seriously. Complaint may come from service user/power of Attorney, their family or a relative directly or through the contracting authority or staff/care worker.

We encourage complaint, comments and concerns in respect of the service we offer and see complaints as positive way for moving forward and an opportunity to correct situation and occurrences and improve our services.

All complaints are investigated properly and promptly in line with our Complaint Procedure. All complaint received are logged in the Service User's Data using our data management systems and the appropriate forms completed.

All complaints are dealt with appropriately and in line with our complaint policy and procedures. The complaint procedure is detailed to ensure that investigations are carried out thoroughly and measures are taken to avoid a recurrence of the complaint.

How to Make a Complaint

- You may register your complaint by contacting The Registered Manager on **020 8450 4999**
- You may also complain in writing to:
The Registered Manager
Explora Haven
Millennium Business Centre
Humber Road, London, NW2 6DW
- You may also complain via e-mail to Registered.Manager@explorahaven.com

What happens next after you have complained?

- We will acknowledge your complaint in writing within 7 days of receipt of your complaint
- The Registered Manager or in her absence the designated Senior Officer will contact you in respect of your complaint to keep you informed of development and relevant action being taken
- Your complaint will be investigated thoroughly in line with our policies and procedures and any relevant procedures of the organisation
- The outcome of the investigation into your complaint will be communicated to you in writing within 3 weeks.
- However in some cases and circumstances it may not be possible to complete the investigation in 3 weeks. In such circumstance, you will be kept informed of the progress of the investigation and given a new timescale for the completion of the investigation.

Your Right to Appeal

If you are not satisfied with the way your complaint has been dealt with, you may appeal to the Nominated Individual/Director

Ms Julia Mills
Director
Explora Haven
Unit 5 & 15 Wing Yip Business Centre
395 Edgware Road
London
NW2 6LN

- You may also complain via e-mail to jmills@explorahaven.com again to Ms Julia Mills

Escalated stage:

If you are still not satisfied with the way your complaint has been dealt with, you may appeal to the responsible person in The Local Authorities. All contact details are stated in the Service User Handbook/Employee Handbook, which is available to all services users and staff.

If you are still not satisfied with the way your complaint has been dealt with, you may appeal to The Care Quality Commission (CQC)

The Care Quality Commission (CQC)

The Care Quality Commission (CQC) is an independent, non-governmental public body that regulates social and health care service providers, similar to ours. You may complain to the CQC in the event that you are dissatisfied with the way your complaint has been dealt with. Their contact address and telephone number is as follows:

The Care Quality Commission (CQC)

National Correspondence

Citygate

Gallowgate

Newcastle Upon Tyne

NE1 4PA

Telephone: 03000 616 161

E-mail: enquiries@cqc.org.uk

Safeguarding Service Users and Staff

The Organisational has a number of procedures that staff must follow to ensure service users' and staff safety. The main ones are as follows: -

- Food Hygiene
- Moving and Handling of Service Users
- Health and Safety at work
- Supervision Policy
- Aids/HIV and Hepatitis B Policy
- COSHH(Control of Substances
- Hazardous to Health) Regulations.
- Smoking Policy
- Accident/Violent Incidents Procedure
- Complaints Procedure

- Vulnerable Adults Procedures
- Electrical Appliances Procedures
- Communicable Diseases
- Violence at work
- RIDDOR (Reporting of Injuries Diseases and Dangerous Occurrences Regulations).
- Key holding
- Medication.

Procedures to safeguard service user's property

The Organisation expects that all staff are careful with Service User's property. From time to time accidents do occur and for these purposes the Organisation provides third party insurance. In the event of damage to service user's property staff need to complete a detailed report for the Care Manager/Deputy Manager/Nominated Person. Before the end of work that day the Care Manager/Deputy Manager/Nominated Person will then contact the service user to discuss the way forward.

Procedures for medication administration

The Organisation has procedures covering the administration or the assistance offered in the administering of medication for service users. These procedures are in line with the current National Care Standards. There is a clear written policy supported by training for staff, and can be made available to service users upon request.

Requirements to protect health and safety of care workers

Health and Safety issues are a major concern for both providers of the service and service users. As part of our assessment we will identify any risks associated with delivering the service and seek to ensure that all staff, family and carers who are involved are working safely with service users.

All staff are educated on the Organisation's Health and Safety policy and evacuation procedure.

Risk assessment is an integral part of a package of care and the main thrust of the risk assessment is to identify safe systems of work to safeguard health and welfare of service users, staff and other people involved with the service user.

This Organisation takes responsibility for reporting dangerous occurrences as specified under RIDDOR.

We also promote security through identified Key holders who can access Service User's property appropriately. We require written permission from the service user to hold keys on their behalf for staff to gain access. Again this information is retained on case files.

Procedure to be followed in the event of an occurrence referred to in regulation 29

Regulation 29 focuses on how the Organisation will deal with the absence of a registered provider or the registered manager. In the event of either being absent for a period in excess of 28 days they will complete the relevant form stating how long they intend to be absent, how long the absence will be and the reason for the absence.

Arrangements for service Users to express their views about the service provided by the Organisation

The Organisation values feedback from service users about all aspects of the service they receive. Following the allocation of the service the Service User will receive documentation outlining the service they can expect and the location of their Care Manager. The Care Manager will be happy to receive any feedback from Service Users about the service. The service user will receive regular monitoring and review visits from the review officer or the field supervisors to ensure the service is being provided as intended and that it continues to be appropriate.

In addition to this the Service is seeking to develop its quality assurance system to include regular questionnaires, surveys and satisfaction interviews.

If you wish to raise a safeguarding concern, please contact the Registered Manager of Explora Haven on **020 8450 4999** or email her on Registered.Manager@explorahaven.com If you are a Brent resident, you may also call The Brent Safeguarding Team on **020 8937 4300 (Mon – Fr, 09:00 – 17:00)**, **020 8863 5250 (Out of Hours for Emergencies)** or email safeguardingadults@brent.gov.uk.

Data Protection

Policy Statement

Explora Haven makes sure that all records required for the protection of service users and for the effective and efficient running of the care service should be collected, maintained and kept according to the Data Protection Act 1998.

Explora Haven is registered under the Data Protection Act 1998 and all storage and processing of personal data held in manual records and on computers in the organization comply with the

Act. Explora Haven understands that, according to the Data Protection Act 1998, personal data should:

- 1 be obtained fairly and lawfully
- 2 be held for specified and lawful purposes
- 3 be processed in accordance with the person's rights under the Data Protection Act
- 4 be adequate, relevant and not excessive in relation to that purpose
- 5 be kept accurate and up to date
- 6 not be kept for longer than is necessary for its given purpose
- 7 be subject to appropriate safeguards against unauthorised use, loss or damage
- 8 be transferred outside the European Economic Area only if the recipient country has adequate data protection.

Under the Data Protection Act 1998, the Explora Haven should have a nominated data user/data controller. The data user/data controller for this care service is The Registered Manager.

Training

All new staff must read and understand the policies on data protection and confidentiality as part of their induction process. Existing staff receive training covering basic information about confidentiality, data protection and access to records.

Training in the correct method for entering information in service users' records is given to all care staff. The nominated data user/data controller for the care service is trained appropriately, in the Data Protection Act 1998. All staff who need to use the computer system are thoroughly trained in its use.

No Responds Policy

This policy aims to give clear instructions on the actions all Explora Haven care staff must take when there is no response on a visit to a service user. This also serves as guidance for all staff of Explora Haven to know the processes to be followed whenever they are unable to gain access to a service user's place of residence. By taking a consistent approach, it should help to ensure that emergency services are alerted when appropriate.

Procedure

Practice Guidance:

1. Where staff depend on service users for access into their place of residence, they must allow time for them to get to the door and check whether they can hear the door bell or knocker.
2. If there is no reply, staff should check the windows and call out for them; look through their letterbox; smell/taste for gas leakage/smoke (instances where service user's refuses to have smoke alarms installed out of their own choice); listen for any sounds in the apartment. If staff cannot see the person they should then try to telephone them or telephone the manager on duty to telephone the service user to see if there is any response. If this telephone call produces no response, then the member of staff should make enquiries of the warden (if they are in a warden controlled apartment), and check with any neighbours without sharing any personal information.
3. If staff still cannot ascertain the whereabouts of the person, they should contact the office to enquire if any message has been left which might indicate their whereabouts. The manager will then: - Telephone any other contact numbers e.g. relatives and family. - Telephone any other agency involved in the service user's care e.g. District Nurse, CPN, hospital etc.
4. If a person can be seen to be collapsed or in such a condition that warrants extreme concern to their well-being, then the care worker must call the emergency services and alert their line manager or the Out of Hours manager depending on the time of day. The staff member must remain at the address until the emergency services arrive and pass on any relevant information. The line manager/Out of Hours manager will also contact any known family or contacts to alert them of the situation. The line manager/Out of Hours manager can then re-schedule the worker's rota and inform service users of any possible delay. In some circumstances the Line manager /Out of Hours manager will have to go out to support the member of staff.
5. If there is still no response or sign of the person, then staff must report to their line manager so that they can check their details based on what knowledge they have of them and what the possible reasons for the no response might be.
6. If there is no information that confirms, without any doubt, that the person is out then it must be assumed that they are in the premises and unwell. The line manager/Out of Hours manager must then take the decision to call the emergency services and ask the staff member to wait.

7. The Care co-ordinator/line manager/Out of Hours manager will contact the duty officer or Emergency duty team to inform them of the situation.
8. A decision will be made by the line manager/Out of Hours manager as to whether the care worker should stay at the premises until the situation is resolved or call back later. The care co-ordinator/line manager/Out of Hours manager will inform all relevant persons of any outcome.
9. The care manager must ensure that all these details are recorded on the individual's file and all relevant records kept in accordance to the organisations' record keeping policy. This is very important as the monitoring of repeated incidences of a failure to gain entry may indicate that a review may be necessary for a service user.
10. If a member of staff is refused entry by a service user or their carer(s)/advocate, the line manager must be informed immediately by the care staff and the incident recorded on the personal appropriate records kept also in line with the organisations' policy on records keeping. The Line manager must investigate reasons resulting in access denial and suitable measures implemented to ensure total satisfaction of all parties.

Details Of The Organisation

Registered Provider:

Organisation Name: Explora Haven Training and Support Services Limited

Company Registration Number: 08706800

Address: Unit 5 & 15; Wing Yip Business centre
395 Edgware Road
London NW2 6LN

Responsible Individual: Name:

Signature:

_____ **Date:** _____

Registered Manager: Name:

Signature:

_____ **Date:** _____