



Statement of Purpose

Introduction

Parkgate Nursing Agency is a nursing and homecare agency which has been established to respond to the needs of our service users on a 24 hour basis. Our service users are those who, because of increasing age or disability, find it difficult to cope with domestic responsibilities and their own personal care needs.

Parkgate Nursing Agency is an independent care agency licensed by the Care Quality Commission and delivers a wide range of care to service users in their own home environment on a one-to-one basis. Our services are designed for the older person who is physically frail or housebound or for those with memory loss as well as for younger adults. We cover the whole of London for hourly care and nationally for our live-in service.

How to Contact Us

You can contact us through our office 24 hours a day, 7 days a week on the following telephone numbers:

Tel: 020 8673 4755 or 020 8673 3443
Ask for Roli or Olu

Our Aims and Objectives

Our aim at Parkgate Nursing Agency is to provide a high quality care service to assist and improve the quality of our clients' lives whilst retaining their independence in their own homes. We provide in-home care for the elderly, those recovering from illness or injury as well as adults with mental health issues or learning and physical disabilities. We provide compassionate healthcare professionals who will help you and your loved ones live happier, healthier and more independent lives.

Our service is available 24 hours a day, 7 days a week. We are committed to the needs of our client and family members and strive to develop trusting relationships with everyone we meet. We also communicate and co-ordinate with other health professionals who are involved in the management of our client's care.

Service User Rights

As a Health Care provider, we recognise that we owe a duty of care to adults that are vulnerable or at risk. We aim to ensure that appropriate action is taken and support is afforded to those at risk.

We recognise the rights of the individual to lead an independent life based on self-determination and personal choice. Vulnerable adults have the same rights as individuals so have the right to be left alone and free from public attention into their own affairs. We also recognise the uniqueness of their personality and their right to have their personal needs met in a way that respects their beliefs and fundamental



principals. Vulnerable adults have the right to make their own choices and realise whatever personal aspirations and abilities they may have in all aspects of daily lives.

Our philosophy of care is as follows:

- It is the right of each service user to make informed choices and to take risks: there is a certain amount of risk associated with each aspect of our lives
- Each service user is an individual with individual needs, wants and desires. This individuality will be recognised and respected to ensure promotion and maintenance of the services user's dignity and self-worth
- Each service user, as an individual, has the right to fulfil his/her potential for personal choice of lifestyle and opportunities
- Each service user has the right to a Care Service that does not discriminate on the basis of race or ethnic origin, creed, colour, religion, political affiliation, disability or impairments, marital status, parenthood, sexual gender or sexual orientation
- Each service user has the right to refuse anybody entry to their home. This will include the Care Worker where the service user feels an element of incompatibility as he/she perceives it
- Each service user has the right of access to their personal care records, and to annotate them accordingly. She/he has the right to be consulted with respect to the Care Services provided and to be involved in on-going reviews of the same. Where, for reasons of mental frailty, the service user is unable to make his/her wishes known directly, an appointed advocate may fulfil this purpose
- Each service user has the right to details of the contract with respect to the care services offered, including the cost involved
- Each service user has the right to be assured that no personal or confidential information concerning their affairs will be disclosed to a third party without their express permission
- Each service user has the right to complain about any element of the care service, and to do so without fear of any intimidation, recrimination or reprisals
- Each service user has the right to be informed in advance of any changes in hours of duty by the care worker, or even a change in the care worker, as a result of an emergency. The service user retains the right not to accept a substitute care worker into their home, though they will be informed of the implication of this with respect to Parkgate being unable to provide continuity of care

Range of Service

We provide a service to a wide range of individuals in the community such as

- Older people
- People with dementia
- Adults with mental health problems
- Adults with learning disabilities
- Adults with sensory impairment
- Adults with terminal illness



- Adults who are recovering from illness
- Adults who are ill (other than terminal illness)

We also offer professional nursing care from Registered Nurses including palliative care whose skill sets include:

- General Surgery
- General Medicine
- Care of the Elderly
- Specialist Nurses
- Orthopaedics
- Community Nurses
- A& E/ITU/HDU
- NVQ qualified care staff

The range of services provided by Parkgate includes:

- personal care support, such as assistance with washing, bathing, incontinence care, oral hygiene, toileting, dressing and preparation of nutritious meals
- practical care support, such as shopping, cleaning and ironing
- introduce you to high quality carers for permanent placement
- medication reminders
- conversation and companionship
- respite care: where a family member is the primary care giver for the service user, we can provide a care worker so that you can take a break
- “pop-in” service to check that everything is OK
- night services which includes:
 - Waking night: for service users who require frequent attention during the night
 - Sleeping night: ensures that the service user is not left alone at night. The care worker will need to have a separate room to sleep and will only be expected to be called once or twice during the night
- skilled nursing services including palliative care
- help with walking and getting in and out of bed
- “Live-in” care packages: we can supply a carer who lives in the house with the person they look after and follow a bespoke care plan that will be created specifically for that individual

Maintaining our standards:

All our practices and procedures are set out in a comprehensive set of policy documents which ensure that we meet our statutory requirements for running a nursing and care agency. We address all aspects of managing and caring for both our staff and our clients and ensure we preserve our health and safety standards. We have a comprehensive quality assurance system, which requires that all our policies and work practices are reviewed annually to ensure that we maintain the high standards we have set.



Our quality assurance system is a cycle. We set standards; we monitor the actual work and invest in its development in order to assure the right outcome for you. It starts with the recruitment of the best carers possible and continues with systematic and ongoing monitoring of their performance. We also monitor the quality of the care service by obtaining the views and opinions from the service user to enable us to continually improve our services. We have an action plan in force which enable us to obtain feedback regarding the service using telephone interviews, user satisfaction surveys and meeting personally with you. This information is used to update and amend the care plan so that the best possible service is maintained.

When seeking your views about our service we always like to include the views and opinions of your family and friends.

External inspections – as well as our own self assessments, we also receive regular inspections for the local offices of the Care Quality Commission to ensure that we are operating as we should. Copies of the latest announced and unannounced inspection reports may be supplied upon request.

Client and Care Assistant: Selection, Training and Support

We have an excellent team of highly skilled professional staff to look after you. We recognise that your care worker is somebody with whom you can form a professional but close relationship and for this reason we take great care in selecting a staff member with whom you feel completely comfortable. You are free to change the care worker at any time if you so desire.

Our aim is always to provide the right nursing and care staff, with all the qualifications and experience that the job requires. To ensure that we achieve our aim, we have rigorous selection, vetting and monitoring processes in place.

Our interview and screening procedures and subsequent review policies will ensure that we have assessed each member's competence and suitability to maintain high-calibre staffs register and consistent quality of service. All staff receive an annual training programme which is reviewed and maintained to include NVQ training and courses such as manual handling, basic food hygiene, health and safety and first aid. All nursing and care staff are required to attend relevant courses when training needs are identified during the quality assurance process.

Care Plan

A service user plan or care plan is the key document for your care needs. We will have assessed areas of risk and identified your needs and this is recorded on your care plan. We then decide how our staff can properly meet these needs, and this forms your plan of care. Care planning is continuously reviewed because people's needs change, sometimes on a daily basis and we have to respond to these changes to make sure that we are delivering the right care. We will always seek your opinions and input when developing the care plan and making changes or amendments to it, to ensure that you are fully satisfied with the care you receive from us.

We also recognise the value in involving your family members, relatives and friends in your care plan, and we will always (with your permission) invite your family and friends to participate in the care planning process.



Daily Observations

When your carer visits you in your home they need to record the amount of time spent with you and the tasks they have undertaken for you in accordance with your agreed plan of care. Therefore, at the end of each visit the carer will complete the observation sheet and record what care was given and also request that you or your representative sign a timesheet to confirm that the work has been undertaken at the times stated. We need accurate records of visits in order for us to maintain a correct and efficient invoicing system. Your co-operation in this respect will be appreciated.

You have the right to have access to these care plans and records at any time. Please understand that your carer will need to notify our office of any changes in your condition, or any accidents that you may have had, to ensure that we can maintain the best care options for you.

Confidentiality Policy

All our care staff are bound by a Code of Conduct which includes preserving the confidentiality of any information that you divulge to us. We will not actively seek confidential information from you unless we feel that it is in your best interest i.e. to enable us to prepare a better care plan for you. Where we do have such information, we undertake not to disclose any of it to any unauthorised third party without your express permission, except in an emergency or crisis situation. When this happens we will always keep you informed of any discussions that have taken place and this will be recorded in your care records to which you may have access at any time. Parkgate is fully committed to compliance with the Data Protection Act 1998. We ensure through our policies and procedures that we comply with the principles of data protection. Situations may occur however, where it is necessary to disclose confidential information. It is the policy of Parkgate Nursing Agency to encourage the reporting to management of all matters of serious concern involving suspected situations of abuse, and for persons to feel that they can do so freely and without fear of reprisals and intimidation.

Visiting You in Your Home

When our care worker arrive at your home they will always be suitably dressed with an appropriate Identification Badge with a photograph so that she/he is easily identifiable to you. Wherever we are entrusted with the keys to your home, staff will always knock first when using the key so that you know who is calling.

Parkgate Nursing Agency will always provide care workers with the necessary equipment that may be required to enable them to do certain tasks i.e. protective clothing, gloves and ID badges. Depending on the type of tasks the care worker is undertaking, it may be necessary for you to provide suitable equipment for the carer such as hoists. This will be identified before work commences.

Carers attending to you at your home will not at any time be accompanied by partners, children, friends or pets.

If at any time your carer is unable to attend we will always telephone you with the name of the replacement carer.



Compliments and Complaints

To make sure that the service we provide matches your needs and expectations, we welcome any comments you may care to make. You are entitled to make complaints at any time. Making a complaint will not threaten in any way the service that we are providing to you. If you have a complaint, please contact your Care Manager. If the problem cannot be solved to your satisfaction, please put your complaint in writing on the Parkgate Nursing Agency complaints form that is provided to you or telephone the office, where your complaint will be formally recorded and passed on to the Registered Manager. If your complaint is then still not satisfactorily resolved you have the right to contact the local office of the Care Quality Commission. The address is:-

Care Quality Commission
Citygate
Gallowgate,
Newcastle upon Tyne
NE1 4PA

Tel: 03000616161

Gifts and Gratuities

Our job is to ensure that you are looked after to the best possible standards and that you receive the best possible care. We are rewarded enough when we receive compliments from our service users. Written and verbal compliments from service users are logged and carers are notified. There is no need to offer any gifts, tips or gratuities; indeed we are unable to accept them. Your understanding in this matter is greatly appreciated.

Insurance

Parkgate Nursing Agency has a comprehensive policy which provides Employers Liability Cover and Public Liability Insurance in respect of legal liability for injury to third party persons and damage to third party property damage excess. Your household insurance will cover breakages or damages within your home however, the agency's policy covers instances where it can be proved that a care worker has been negligent and can be held legally liable for an incident.

Contracts

Our contract for the care service is embodied in our terms of conditions which forms the basis of your agreement with us. You have free access to copies of all documents at any time.

Cancellation/Withdrawal of Service

There may be circumstances where the service may need to be cancelled or withdrawn; however there must be legitimate reasons and it must be in the best interests of all involved to take such actions.



The agency endeavours to provide a consistent service; however there are occasions when a change of care worker is necessary for example if a care worker is undertaking training or is unable to work due to illness or is on holiday. There may also be situations where your service requirements change and the existing care worker do not have the physical capacity or specialist training to meet those changing needs. If such an instance should occur, you will always be consulted in advance and you will always be involved in the decision. You too are always at liberty to contact the agency if you feel that a change is necessary but two weeks notice is required for the cancellation of any assignment.

Price List and Payment Methods

An additional sheet will be attached with this document explaining the costs and payment methods. If you require any additional information, please contact the office.

Duties and Activities NOT to be undertaken by Care Staff

1. Where the service user is receiving ongoing medical/nursing care the care worker must not be actively involved, but may be required to offer personal assistance to the service user, which may include disposing of syringes (for self-injecting service users) and the emptying of commodes but must not be involved in any invasive procedures
2. Care workers should not undertake nail cutting. This task should be arranged to be done by a qualified Chiropodist
3. Care workers can provide a shave using an electric razor. Wet shaves should not routinely be undertaken by care workers, a specific risk assessment will be undertaken to cover this activity
4. Ear and Eye Drops can only be administered by a care worker if they have received relevant training and paperwork to support this training has been completed, signed and received back in the office
5. Dressings can only be applied by a care worker to a wound that is not broken. A specific risk assessment will be completed and details added to the care plan. Any broken skin must be dressed and monitored by a trained nurse in exceptional circumstances a care worker may be required to remove a soiled dressing prior to personal care delivery
6. The care worker must not directly accept keys to a service user's home. Details for entry to homes will be documented in the initial assessment and any concerns referred to the appropriate department of action
7. The care worker must only accept money from a service user for shopping etc. This activity will be included in a financial assessment and documented in our handling client money form
8. The care worker must not borrow money from a service user, or become involved in lending money to a service user. Similarly, the care worker must not take any responsibility for looking after a service user's valuables, selling or otherwise disposing of goods belonging to the service user and must not become involved in betting syndicates (such as lottery or football pools) with the service user



9. Cleaning duties outside those specified in the care plan, e.g. spring cleaning, must not be undertaken without special permission from the care manager
10. The care worker should not smoke or consume alcohol while in the service user's home even if invited to do so
11. The care worker must not bring other members of their family, e.g. children or any other unauthorised persons into the service user's home. Similarly, the care worker must not bring pets into a service user's home
12. The care worker **MUST NOT** accept any direct payments from the service user for services rendered and **MUST NOT** become involved in selling any personal goods or services to the service user
13. The care worker must not make use of the service user's property, e.g. telephone, for his/her personal use
14. The care worker must not carry out their duties in an unoccupied house. If the service user is absent when the care worker calls and assuming that the care worker has a key, then this must be reported immediately to the care manager
15. The personal affairs of other service users of Parkgate Nursing Agency must not be disclosed under ANY circumstances to another service user or any third party. Care workers must not give out their personal telephone numbers or contact details
16. Care workers must not use service user's address for correspondence purposes, or provide address as personal details e.g. for bank statements. Parkgate Nursing Agency address should always be provided if care workers require mail to be sent to them.

The Registered Person ensures the service user guide is dated, reviewed annually and updated as necessary