



Tree House Care
doing the right thing for our children

DOMICILIARY CARE SERVICE STATEMENT OF PURPOSE

Last updated: April 2023

Review due: April: 2024

CQC Provider ID: 1-135194298

Should you, or someone you know, want this document in Easy Read, Large Print or any other format, please contact the Registered Manager on 01472 598334 and we will be happy to help.

CONTENTS

NAME, LEGAL STATUS AND CONTACT DETAILS 3

AIMS AND OBJECTIVES..... 4

LOCATION..... 4

THE PEOPLE WHO USE OUR SERVICE 5

THE TYPES OF SERVICES AND REGULATED ACTIVITY WE PROVIDE 5

REGISTERED MANAGER DETAILS 6

FUNDAMENTAL STANDARDS 7

QUALITY ASSURANCE..... 10

COMPLAINTS..... 10

DATA PROTECTION AND HUMAN RIGHTS ACT..... 11

OTHER CONTACT INFORMATION..... 12

DOMICILIARY CARE SERVICE STATEMENT OF PURPOSE

NAME, LEGAL STATUS AND CONTACT DETAILS

Tree House Care Domiciliary Care Services

CQC Provider I.D.: 1-135194298

CQC Certificate Number: 1-259246709

Legal Status:

Tree House Care Domiciliary Care Service is an independent agency and trades under Treehouse Care Fostering Solutions Limited, which is a private Limited Company.

Company Number: 4456329

Address: The Old Vicarage
17 Heneage Road
GRIMSBY
North East Lincolnshire
DN32 9DZ

Telephone Number: 01472 598334

Email: info@treehousecare.org

AIMS AND OBJECTIVES

Tree House Care Domiciliary Care Services was established to provide vulnerable adults with learning disabilities and/or autism, a range of domiciliary services that meet their needs. Our aim is to offer a bespoke service, delivered in a manner that respects the wishes, feelings and preferences of the service user and upholds their rights and dignity. We will do this by matching service user needs with appropriate staff and resources.

Our priority is to ensure our services safeguard and promote the health, independence, welfare and quality of life of our service users.

The service we currently provide is bespoke for one Service User living individually in their own home. We would consider providing a similar service to other adults should requests be made.

Our objectives:

- To ensure our services are highly personalised and have positive outcomes for the service user
- To ensure the service is delivered in a non-discriminatory way and respects each service users' rights to independence, confidentiality, privacy, dignity, fulfilment, make informed choices and to take risks
- To ensure each service user is fully involved in society and the local community
- To ensure friendships and family links are maintained
- To ensure each service user's values are respected in relation to religion, culture, race, ethnic origin, sexuality, sexual orientation, political affiliation, disability or impairment
- To ensure the fullest quality of life for the service user by facilitating a structured but flexible programme of activities and social events
- To provide a high-quality workforce who are supported and well trained
- To ensure the service is well managed and acts on feedback

LOCATION

We operate from one location:

The Old Vicarage
17 Heneage Road
GRIMSBY
North East Lincolnshire
DN32 9DZ

The Old Vicarage has been adapted to become a modern office. As well as a base for Domiciliary Care, it also acts as Headquarters for our other services. The office is secure, well equipped, with meeting rooms and modern IT facilities.

Number of approved places/beds: Not applicable

THE PEOPLE WHO USE OUR SERVICE

We provide services to vulnerable adults with learning difficulties and/or autism.

THE TYPES OF SERVICES AND REGULATED ACTIVITY WE PROVIDE

We provide Domiciliary Care services, including personal care services, which is a regulated activity.

We provide safe, service user focused, 24-hour, seven-day services. We facilitate semi-independence for adults with learning disabilities and/or autism. This is achieved by supporting them within their own home.

The type of support we provide can include:

- Personal care
 - washing
 - showering
 - bathing
 - dressing & undressing
 - continence management
 - management of mobility
 - nutritional needs
 - maintaining fluid intake
 - assistance with getting up and going to bed
 - prompting or administration of medication
 - washing hair

- Domestic help
 - shopping
 - housework
 - laundry
 - finance
 - meal preparation
 - social integration
 - social visits
 - outings

- day or night sitting services
- Social Care
 - companionship, social skills and social interaction
 - stimulation
 - escorting to medical, social and educational appointments
 - participation in hobbies, activities, outings and holidays
 - support to maintain tenancies
 - general supported living assistance
- Specialist services
 - support of people with Autism
 - support of people with severe epilepsy including the use of rescue medications
 - behaviour management.

The Registered Manager for these services is Kim Treacher, whose details appear in the next section.

REGISTERED MANAGER DETAILS

This includes the address for Service of Notices and other documents.

Full Name

Kim Treacher



Kim has many years of experience in social care, joined Tree House Care in 2002 and became the Registered Manager in 2007. Kim has an extensive training record and her management qualifications are as follows:

- L5 in Health and Social Care and Management
- ILM Level 3 award in Management

Contact Details

Telephone: 01472 598334

kim.treacher@treehousecare.org

Locations Managed

Kim manages the following location:

The Old Vicarage
17 Heneage Road
GRIMSBY
North East Lincolnshire
DN32 9DZ

Of her time spent managing the Domiciliary Care Service 100% is spent concentrating on services provided from this location, being responsible for the Domiciliary Care and personal care services, which is a regulated activity.

The Deputy Manager is Sarah Pearce, contact details as above, and email address sarah.pearce@treehousecare.org.

FUNDAMENTAL STANDARDS

The fundamental standards are the standards below which your care must never fall.

Everybody has the right to expect the following standards.

Person-centred Care

You must have care or treatment that is tailored to you and meets your needs and preferences.

Dignity and Respect

You must be treated with dignity and respect at all times while you are receiving care and treatment.

This includes making sure:

You have privacy when you need and want it

Everybody is treated as equals

You are given the support you need to help you remain independent and involved in your local community.

Consent

You (or anybody legally acting on your behalf) must give consent before any care or treatment is given to you.

Safety

You must not be given unsafe care or treatment or be put at risk of harm that could be avoided. We must assess the risks to your health and safety during any care or help and make sure that staff have the qualifications, competence, skills and experience to keep you safe.

Safeguarding from abuse

You must not suffer any form of abuse or improper treatment while receiving care.

This includes:

neglect

degrading treatment

unnecessary or disproportionate restraint

inappropriate limits on your freedom.

Food and drink

You must have enough to eat and drink to keep you in good health while you receive care and support.

Premises and equipment

The places where you receive care and support, and the equipment used in it, must be clean, suitable and looked after properly.

The equipment used in your care and support must be secure and used properly.

Complaints

You must be able to complain about your care and treatment.

We must have a system in place so we can handle and respond to your complaint. We will investigate it thoroughly and take action if problems are identified. For further information see our complaints leaflet or your service user guide.

Good governance

We must have arrangements that ensure we can meet the required standards.

We must have effective governance and systems to check on the quality and safety of care. These must help the service improve and reduce any risks to your health, safety and welfare.

Staffing

We must have enough suitably qualified, competent and experienced staff to make sure we can meet the required standards.

Staff must be given the support, training and supervision they need to help them do their job.

As a minimum, staff providing your care will have achieved or be working towards the Level Two Diploma in Health and Social Care. Staff will also complete mandatory training as shown below:



Fit and proper staff

We must only employ people who can provide care and support appropriate to their role. We have robust recruitment procedures in place and carry out relevant checks such as an applicants' criminal record and work history.

Duty of candour

We must be open and transparent with you about your care and support. Should something go wrong, we must tell you what has happened, provide support and apologise.

Display of ratings

We must display our CQC rating in a place where you can see it. We must also include this information on our website and make CQC's latest report on our service available to you.

QUALITY ASSURANCE

Quality of the service is assured by:

- The Registered Manager has regular contact and consultation with Service Users as well as pre-booked monthly meetings
- The Registered Manager monitors complaints, accidents and incidents
- All staff receive supervision on a monthly basis.
- The Registered Manager presents bi-monthly reports to the Director of Operations
- Service Users are encouraged to use havingmysay@treehousecare.org to air any views

COMPLAINTS

A complaints procedure is in place along with a management monitoring system. We try and resolve difficulties and conflicts through dialogue and negotiation whenever possible.

No formal complaints have been received in the last 12 months.

We are aware, however, that a low return is not necessarily positive and our complaints form has therefore been produced making it more user-friendly. We have also produced a version using widget software for people with communication difficulties.

Information on making complaints can be available in a variety of formats including other languages, Makaton, etc. according to Service User needs.

The North East Lincolnshire Adult Protection Procedures will be implemented where necessary.

All service users will be given a copy of Tree House Care 'Service User's Guide' which tells you how to make a complaint and contains the Care Quality Commission details should you wish to contact them in relation to a complaint.

DATA PROTECTION AND HUMAN RIGHTS ACT

The company will store all information in a safe and secure place. No information about Service Users will be shared without their knowledge or approval unless not to do so would cause them harm. If a request is made, information will be shared with the Care Quality Commission. All staff have been trained in the General Data Protection Regulations.

OTHER CONTACT INFORMATION

Responsible Individual

Hugh Mellett



Director of Operations
Tree House Care
17 Heneage Road
Grimsby
North East Lincolnshire
DN32 9DZ
Tel: 01472 598334
Email: hugh.mellett@treehousecare.org



Website: www.treehousecare.org
C.Q.C.

Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel: 03000 616161
Email: enquiries@cqc.org.uk

Website: www.cqc.org.uk

Our CQC provider ID is 1-135194298

Data Protection Impact assessment - to be completed by author

| | |
|--|---|
| What types of data is involved in this process? | Names, job titles and work telephone numbers |
| Any Special category Data? If so specify | Yes, names, job titles and work telephone numbers |
| What is the legal basis for processing? | Requirement under Care Standards Act |
| Does it comply with subject rights? | Yes |
| Security issues? | No |
| Is any contract in place adequate? | N/A |
| Will staff be trained in new system? | N/A |
| How will a breach be dealt with? | N/A |
| What are the overall risks? What are the risks to individuals? | Minimal |
| What measures are to be taken to minimise those risks? | None necessary. Publication of details is a requirement of Care Standards Act. |
| Signature - Author | Kim Treacher |
| Date: 08/04/2023 |  |
| Signed off by Data Protection Officer | Hugh Mellett |
| Date: 08/04/2023 |  |

| FOR OFFICE USE ONLY - Domiciliary | Date completed | Initials |
|---|----------------|----------|
| Sent to CQC with covering letter | 13/06/2023 | RT |
| Print hard copy for staff noticeboard at HQ | 13/06/2023 | RT |
| Add to website (Align Studio) | 13/06/2023 | RT |
| Make available to Service User | 13/06/2023 | RT |
| Copy for Staff | 13/06/2023 | RT |