



PHILOSOPHY OF CARE

Review: The registered person shall keep under annual review and, where appropriate revise the statement of purpose and notify the Commission of any material revision within 28 days.

OBJECTIVES

Client Independence

- To ensure that every client receives a non-discriminatory service, sensitive to their cultural needs and respectful of their environment and traditions. To ensure that each client has an equal opportunity to attain their maximum independence.

Client Personal Choices

- To ensure that all clients are empowered to make informed choices regarding their care.
- Working with each client, social workers, relatives, carers (as appropriate) and all others associated with his/her care towards identifying, implementing and reviewing a personal care plan which adequately reflects his/her needs at any one time. All relevant information, including information about their treatment and care is communicated in a manner that can be readily understood by the individual client.
- Staff ensure that clients are given the opportunity to, and are encouraged to, exercise their right to choose to be involved in planning their care and to pursue their own interests where this is appropriate within the care package available.
- The right to personal choice includes the right to choose which language information is provided in and a range of documentation is available if required in both English and other language formats.

Responsible Risk Taking

- In order to encourage each client to maintain autonomy and independence as far as possible, clients should not be excluded from undertaking activities simply because there is an element of risk involved. Responsible risk taking is considered the right of the client and an integral part of normal living.
- Where concerns are raised regarding the level of risk involved in a particular activity, the matter is discussed and an agreed course of action determined. Staff will involve the client and relatives in these discussions to ensure a proper balance between taking risks and ensuring that client safety is maintained

Preservation of Dignity

- In providing care to the client there may be procedures that need to be carried out which are sensitive in nature. Great care is exercised by all staff involved in such procedures to preserve the dignity of the client and provide a non intrusive service. In the care and treatment of female clients, this includes ensuring that the gender of carer is appropriate and is in line with the wishes of the service user

Maintenance of Privacy

- It is the right of each client to exercise their preference for privacy. This is acknowledged and appropriate measures are implemented by staff to ensure that the client's privacy is respected by the service, family and staff.
- If circumstances occur where this may not be possible, staff will, through consultation with the client, family and relevant professionals and with reference to individual care plans, ensure that client safety is maintained at all times.

Confidentiality of Information

- In the course of providing care and treatment services to clients, confidential and sensitive information regarding each client is made available only to those staff who need to know as part of their daily duties. Staff members ensure that appropriate records are prepared and used as necessary whilst maintaining confidentiality of information in accordance with current best practice. No confidential information will be made available to any person or organisation outside the home care service unless it is legal and appropriate to do so. All client information is held in accordance with the Data Protection Act 1995.

Provision of Nutrition

- Staff understand the need to provide a varied and appetising range of nutritious foods that are well prepared and attractively presented.
- Where services are appropriately commissioned, staff are able to provide a wide range of meals to suit both the client's health and dietary requirements as well as taking into account each individual's personal preferences. Staff are able to cater for clients with a range of specific dietary needs including diabetes, gluten / wheat intolerance, fat free, calorie controlled, vegetarian, vegan, Halal or Kosher.

Client Complaints

- In the event that a client, or a relative or friend, perceives that the provision of the services provided by the company has fallen below that standard which they expect or has not delivered an identified part of the care plan programme, the opportunity is made available for the matter to be rectified through discussion. This is referred to as an "informal complaint" In the event that the matter cannot be resolved in this way documented procedures are available for the service user to formally register the complaint. This is referred to as a "formal complaint" and each service user is issued with a copy of the complaints procedure at the start of care provision.

Outcomes for Clients

Premier Healthcare believes that the following statements best describe the values within which we seek to operate on a daily basis. We believe that each client in our care has the fundamental right to:

- be regarded as an individual and given our special attention;
- be cared for by people who are capable of understanding their needs and competent to meet those needs;
- be treated equally, and no less favourably than others;
- receive respect and understanding regarding their cultural, religious and spiritual beliefs;
- receive prompt attention in relation to all of their healthcare needs;
- be safe and always know that "someone cares";
- be informed about all important decisions that affect them, and to have a say;
- be afforded privacy for themselves and their belongings;
- have the opportunity to think independently, and make their own choices;
- complain about anything they feel is unfair or unjust, and to have that complaint listened and responded to.

The nature of the services provided

The agency employs care workers and provides a comprehensive range of care services directly to the client.

- Care may be provided in the following areas: Practical help, personal care and domestic tasks.
- People for whom care is provided: Care will be provided to those individuals, in need, who approach the agency directly, or are referred to us.
- Care will be provided on the clear understanding that: The needs of each individual have been carefully assessed;

Those needs fall into the general classifications of care for which the agency has been registered; and: The workforce of the agency has the competence and experience to handle those individual cases calling for specialist help and support (either immediately, or following specific training).

Our client base covers:

- Adults with physical disabilities;
- Frail older people;
- Older mentally infirm people;
- People with long term medical conditions
- People in need of rehabilitation or support following hospital discharge;
- People with sensory loss;
- People with terminal illness;
- People with learning disabilities;
- People with mental health problems;

The range of qualifications of the care workers supplied by the agency.

- Through its robust recruitment and selection policy the agency undertakes to employ only those persons it believes have the requisite skills, education, training, prior work experience and attitude which will compliment and enhance the quality of care we deliver. All staff are provided with an induction training programme and further ongoing training, appraisal, supervision and support as needed. All job applicants are required to apply for an enhanced disclosure from Disclosure Scotland in order that the agency may be satisfied that they are appropriate persons to look after clients.
- The Agency supports the agency's care workers to achieve either a Scottish Vocational Qualification in Care (at either level 2, or level 3) in order to raise standard. Care workers are assigned to clients on the understanding that they have the requisite qualifications, skills, experience and aptitude to look after them properly.

The name, address, qualifications and experience of the registered provider and of any registered manager.

Registered Provider (where the Registered Provider is a corporate body, such as a limited company the qualifications and experience need not be given)

Name	Business Address	Qualifications and Experience
Dorothy MacLeod	102a West Princes Street, Helensburgh, G84 8XD	SVQ Health and Social Care, level 4 SVQ LMC level 4

Registered Manager

Name	Business Address	Qualifications and Experience
Dorothy MacLeod	102a West Princes Street, Helensburgh, G84 8XD	SVQ Health and Social Care, level 4 SVQ LMC level 4

Complaints and suggestions

- The agency has written and implemented a policy/procedure for dealing with any complaints about the service.