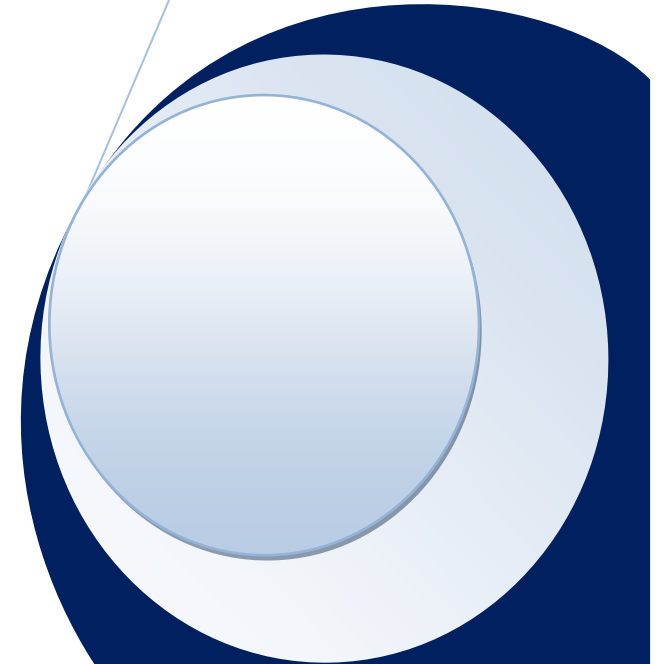
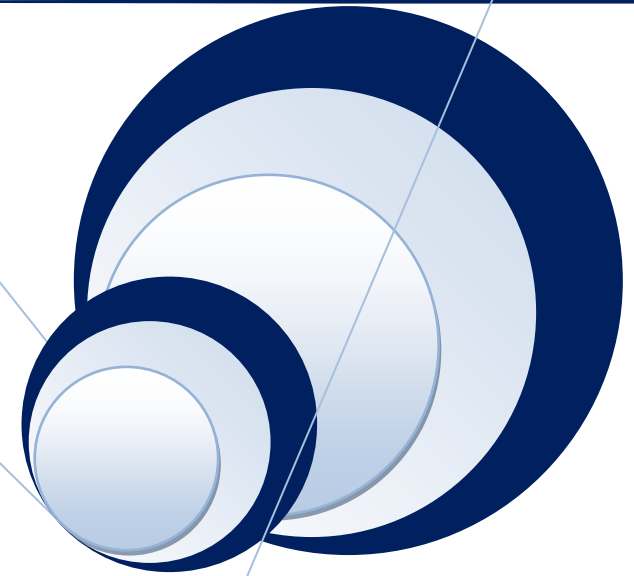




**MBI Homecare Ltd**

**Domiciliary Care**

# **Statement of Purpose**





# Aims and Principles

## **Purpose of Document:**

This document summarises basic information about MBI Homecare Ltd (Domiciliary Care Agency) for users of our service, people who are considering using our service, and their friends and relatives, carers and representatives of users. It includes the material required by the Domiciliary Care Agencies Regulations 2002. It should be read in conjunction with our Service User's Guide.



## **Our Aims and Objectives:**

MBI Homecare Ltd provides care to people who have been assessed as needing assistance to meet their social and personal care needs. We will provide this support in your own home, at times that are suitable and convenient to you. We place the rights of service users at the forefront of our philosophy of care. MBI Homecare aims to support and assist you in prompting health in its broadest sense, and maintaining or improving independence. We also aim to provide a good value for money and service that is reliable and responsive to your needs and preferences.

MBI Homecare aims to foster an atmosphere of care and support which both enables and encourages you to live as full, interesting and independent lifestyle as possible, with the scope and duration of our service provision being kept to a minimum, in line with an agreed plan of care.

## **Our Principles:**

- Focus on service users. We aim to provide a service that is driven by the needs and aspirations of our service users by listening to them.
- Fitness of purpose. We are committed to achieving our stated aims and objectives through reviewing our service. We welcome the feedback from our service users and their representatives.
- Comprehensiveness. We aim to provide a package of care, and also working with other agencies, to fully meet the needs and preferences of our service users.
- Meeting Assessed Needs. The care we provide is based on the thorough assessment of needs and the systematic and ongoing planning of care for each service user, made in conjunction with care managers and other health care professionals.
- Quality Services. We are committed to providing a quality service and continuous improvement of the care we provide. We are required to meet the National Minimum Standards for Domiciliary Care Agencies.



## Services We Provide:

### **PERSONAL CARE** including:-

- ✓ Care relating to personal hygiene and toileting.
- ✓ Assistance with feeding, eating and drinking.
- ✓ Management of urinary and bowel functions.
- ✓ Promotion of continence and assistance with incontinence.
- ✓ Assistance with mobility and transfers, including help with getting up and going to bed.
- ✓ Promotion of independence and social functioning, anxiety and behaviour management.
- ✓ Social care needs assessment and ensuring personal safety.
- ✓ Encouragement and assistance with cognitive functions.
- ✓ Administration and monitoring of medication.

### **SOCIAL CARE**

Listening and talking to people is regarded as an important part of delivering care. We can assist the client to keep in touch with their friends and relatives, and help with letter writing, also:-

- ✓ Assistance with planning and shopping
- ✓ Assistance with paying bills and pension collection

### **DOMESTIC CARE** including:-

- ✓ Assistance with cleaning and housework
- ✓ Assistance with laundry and ironing
- ✓ Assistance with management of fuel and heating

### **PROVISION OF MEALS AND DIETARY CARE**

- ✓ Food preparation at the client's home.
- ✓ Assistance with feeding.

**It is the aim of the agency to provide a FLEXIBLE care service, responsive to each individual's needs, and thus if you cannot find the services you require above then please contact us to discuss additional services we can offer.**



All of the above services are provided by Support Workers making personal visits at agreed times to meet the needs of you and your chosen life style. The visit can vary in length from 15 minutes to one or more hours. One or more visits can be made throughout the day on one day or up to seven days per week, following an assessment of needs that will identify the services required. Full 24 hour per day cover can also be arranged.

**However, we are not authorised to carry out the following:**

- Bowel Evacuation
- Changing Sterile Dressings
- Performing Catheterisation
- Giving Injections
- Cutting nails
- Administering Suppositories
- Administering Enemas
- Lifting from Floor Unaided
- Ear Syringing

**We provide services for the following service users:**

- ✓ Older people (over 65 years old)
- ✓ Adults (over 18 years old)
- ✓ People with Mental Health Problems,
- ✓ People with Dementia, Alzheimer's Disease,
- ✓ People with Learning Disabilities, Autism, Dawn Syndrome,
- ✓ People with Hearing and Eyesight difficulties



## AN OVERVIEW OF THE DELIVERY OF CARE

In order for us to be able to deliver care, we have developed an organisational structure with clearly defined roles and responsibilities and a range of Policies and Procedures that set out its aims and objectives and method of operation. These policies cover the delivery of care from the initial referral through to the review of the care package provided to you that encompasses the following. The person responsible for the process from initial referral through to re-assessment of need is the Manager.

### Assessment

It is the Manager who will obtain the basic details about the service that is being requested. This will include:

- The days, times and number of visits required
- The area in which you live
- Details of your needs and tasks required

The Manager will ensure that capacity exists prior to accepting the referral. Prior to the care package commencing a visit to see you and/or family member will be arranged by the Manager with the purpose of obtaining and giving further information relative to the services requested. This will include provision of information about MBI Homecare Ltd in the form of a Service User Guide.

YOUR care needs assessment will ascertain your wishes and will detail next of kin, days times and length of visits, other supporting services, background and any relevant medical details, cultural or religious needs, your abilities and details of the tasks to be carried out.

A Basic Risk Assessment and if necessary a Moving and Handling Risk Assessment will be conducted by the Manager.

Copies of the assessment/care plan will be placed in the Service Users Guide and left in your home for reference by the Support Worker along with a medication chart if required.

MBI Homecare Service User Log Sheet will also be left with you in the Service Users Guide folder. This will be used by the Support Worker to record information about their visit and a summary of tasks carried out and provides information for other Support Workers, relatives, Doctors and Health Visitors.

Once the service has commenced you, relative and/or Social Worker can contact the Manager in order to adjust any of the above requirements so long as it is within the ability of MBI Homecare to do so.



### **Assignment of Care Workers**

Following finalisation of Contract/Agreement details, that you and MBI Homecare Ltd have agreed, the care service will commence, and suitable Support Workers will be assigned. The process of choosing the Support Worker will involve a sensitive review of your overall care needs and wishes.

In selecting a Support Worker, wherever possible, the needs of the individual will be taken into account in allocating a preferred Support Worker.

Wherever possible, more than one preferred Support Worker will be matched with you to provide consistency of care and as a contingency measure in cases of staff absences. You retain the right to request a change in the Support Worker at any time. Where such changes are requested, you will be advised to contact the Manager, and attempts will be made to accommodate such requests.

### **Review of the Support Plan**

A review of the Support Plan including a Risk Assessment will be conducted annually by the responsible Manager, the Support Plan amended accordingly. The Social Worker will be informed as necessary.



# TERMS AND CONDITIONS OF SERVICE



### **Charges for Services Purchased by the Local Authority**

If all of your care has been arranged by a Social Worker and the Local Authority is the purchaser then there are no fees liable to MBI Homecare Ltd from you. There may well be an arrangement in place whereby you will be expected to make a contribution to the Local Authority towards the cost of your care, following an assessment of needs. If so this will be arranged by your Social Worker and they will provide all the necessary details to you.

### **Charges for Private Service Users**

You will be charged for work undertaken by an employee of MBI Homecare Ltd. All rates are inclusive of National Insurance Contributions, commission and all other costs unless agreed in writing as an addition to the booking form. All charges are subject to regular review and variations will be notified to you in writing from time to time. All charges must be paid to MBI Homecare Ltd. Payment must not be made to the Support Worker unless authorised in writing by the company.

### **Bank Holiday and Public Holidays**

All Public and Bank Holidays will be charged at twice the normal rate. In addition to Bank Holidays and Public Holidays the Bank Holiday rates will also apply to the Saturday and Sunday of Easter weekend, the 24th of December after 17:00 hours and 31st December after 17:00 hours. Where Christmas and New Year holidays fall on or immediately prior to/after a weekend, MBI Homecare Ltd will advise you of the rates applicable.

### **Timesheets**

It is in your interest to ensure MBI Homecare Ltd timesheets are signed at each visit. Failure on your part to countersign the timesheets will not affect your liability for payment. The timesheets act as a record of the time worked, upon which the charge to you is based and are final and binding in any event, whether countersigned by you or not. Any queries must be raised by you with the office within 3 days of the date recorded on the timesheet concerned.



### **Accommodation and Meals**

You are required to provide meals for MBI Homecare Ltd Support Workers on duty and adequate facilities to rest and sleep for MBI Homecare Ltd Support Workers on sleep-in duties.

Where Support Workers are providing extensive care, (minimum of 4 hour continuous shift), over normal mealtimes or 24 hour care packages, you are expected to allow the Support Worker/s the use of facilities for the preparation of food.

You may not deduct the cost of the meals or any other type of benefit in kind for our MBI Homecare Ltd member of staff from the MBI Homecare Ltd invoice.

### **Payment**

Payment for services provided will be itemised on a MBI Homecare Ltd invoice which is issued on a 4 weekly basis. Each visit will be listed along with the individual charge for the visit. Fees are due for payment immediately on receipt of our invoice.

MBI Homecare reserves the right to require a deposit in an amount to be agreed as security against final payment.

### **Penalties for Late Payments**

If no payment is received within 7 days after the date of the invoice and unless MBI Homecare has specifically agreed different terms, a 10% surcharge will be levied on the invoice.

### **Travel Expenses**

All travel expenses due to Support Workers for providing personal care to you are incorporated in the charges levied to you. However, where it is necessary for a Support Worker to use their car or public transport to shop or collect pension monies on behalf of you, the actual bus fare or travel allowance at the rate of £0.30 per mile will be added to the amount payable on the 4 weekly invoices.



### **Equipment**

MBI Homecare Ltd will provide the appropriate protective gloves and aprons to Support Workers. It is your responsibility and/or the Local Authority Social Services Department to provide all other necessary equipment e.g. hoists, commode, bath seat etc. It is also your responsibility and/or the Local Authority Social Services Department to maintain such equipment in good working order.

### **Equal Opportunities**

MBI Homecare Ltd aims to satisfy your needs by providing equal opportunities for its staff irrespective of your sex, age, marital status, racial or ethnic origin, physical disability or sexual orientation.

### **Placement Fee**

Any Service User engaging a member of our agency independently on a permanent basis will be charged a one off fee of £1000.

### **Cancellation**

On occasion it may be necessary for you to cancel one or more booked visits. In these circumstances 24 hours notice of cancellation is required, otherwise the full charge for the planned visits will be levied.

MBI Homecare Ltd also reserves the right to withdraw services from a Service User if a Support Worker is subjected to undue hazard, intimidation, violence or threat to their health and safety. This is not undertaken lightly and will only be exercised when all other avenues for resolving the problem with the Service User have been attempted. However, it is recognised that MBI Homecare has ultimate responsibility for safeguarding the health and safety of its staff.



# Experienced People

## The Registered Provider:

The person registered with the Care Quality Commission as the Registered Provider for MBI Homecare DCA is:

**Mimi Ivanova**  
Steeple House, Unit 10,  
Percy Street  
Coventry,  
CV1 -3BY

Tel: 02476 222924/

Fax: 02477 679212

E-mail: [mbihomecare1@live.co.uk](mailto:mbihomecare1@live.co.uk)

Web: [www.mbihomecare.co.uk](http://www.mbihomecare.co.uk)

## Qualifications:

Overseas Qualified Health Visitor/ Nurse  
NVQ Level 3 in Social Care  
NVQ Level 4 in Social Care

## Experience:

Mimi Ivanova has had over 21 years experience as a Nurse/ Health Visitor abroad and at senior management level within Care Homes and Domiciliary Care Agency and is currently Company Director/ Owner and Care Manager at MBI Homecare. Mimi Ivanova is a self motivated and ambitious person with excellent organisational and managerial skills, leadership and ability to motivate others. All of these will contribute to MBI Homecare to grow and succeed.



# Our Workers

## **The Company's Care Workers:**

We recognise that for most Service Users the most important people in our organisation are the support workers with whom Service Users will have regular contact. We take great care in recruiting, training and supervising our staff. Our members of staff have a wide range of qualifications and attended the internal induction programme which includes:

- ❖ First Aid
- ❖ Fire Training
- ❖ Manual and Handling Training
- ❖ Managing Challenging Behaviour
- ❖ Medication Training
- ❖ Safeguarding Vulnerable Adults
- ❖ Confidentiality and Data Protection
- ❖ Food Hygiene Certificate
- ❖ Infection Control
- ❖ Health and Safety
- ❖ Effective Communication

**All staff members also take part in our supervisions and appraisal scheme.**



# Agency Details:

The Office is open Monday to Friday 9-5. During this time you can contact the staff using the details on the front of your service user pack.

Outside of these hours, MBI Homecare provides an on-call service which users of the domiciliary care agency can use. To contact someone if there is a problem, please call 07882414459 and ask for the Manager on call.



# Your Privacy & Rights



## Service Users' Rights

We place the rights of service users at the forefront of our philosophy of care. It is accepted practice for individuals to express and exercise their rights.

### Privacy

We strive to retain as much privacy as possible for our service users in the following ways:

- Giving help to personal situations as discreetly as possible.
- Guaranteeing service users privacy when using the telephone, opening and reading post and communicating with friends, relatives or advisors.
- Ensuring confidentiality of information the agency holds about service users. MBI Homecare is signed up to the Information Sharing Protocol.

### Dignity

Disabilities quickly undermine dignity, so we try to preserve respect for our service users' intrinsic value in the following ways:

- Treating each service user as a valued individual
- Helping service users to present themselves to others as they wish through their own clothing, personal appearance and behaviour in public
- Tackling the stigma from which our service users may suffer through age, disability or status
- Addressing individuals by their preferred title



## Independence

All service users are encouraged to maintain as much independence and individuality as possible in the following ways:

- Providing, as tactfully as possible, human or technical assistance when it is needed.
- Maximising the abilities our service users retain for self-care, for independent interaction with others, and for carrying out the tasks of daily living unaided.
- Helping service users take reasonable and fully thought out risks.
- Promoting opportunities for service users to establish and retain contacts beyond their home.
- Encouraging service users to have access to and contribute to the records of their own care. All service users receive a copy of their care plan.

## Choice

We aim to help service users, exercise the opportunity to select, from a range of options in all aspects of their lives, in the following ways:

- By encouraging service users to exercise choice in their selection of organisations and individuals who support them.
- To manage our service so far as possible to service user's preferences as regards to the staff that support them.
- Avoiding wherever possible treating service users as a homogeneous group.



## **Fulfilment**

We want to help our service users to realise personal aspirations and abilities in all aspects of their lives. We seek to assist this in the following ways:

- Learning about each service user's individual histories and characteristics.
- Responding appropriately to the personal, intellectual, artistic and spiritual values and practices of every service user.
- Respecting the service user's religious, ethnic and cultural diversity.
- Attempting always to listen and attend promptly to any service user's desire to communicate at whatever level.

## **Civil Rights**

We aim to help our service users to continue to enjoy their rights in the following ways:

- Provide easy access for our service users and their friends and relatives to complain about or give feedback on our services.
- Encourage our service users to make full use of all services present in their local area.



# Our Professionals

We wish to provide the highest quality of care, and to do this we give priority to a number of areas relating to the operation of the agency, and the service we provide.

## Health and Personal Care

We draw on expert professional guidelines for the services the agency provides. In pursuit of the best possible care we will do the following:

- Produce with each service user, regularly update, and thoroughly implement a service user plan of care, based on initial and then continuing assessments
- Take steps to safeguard the service user's privacy and dignity in all aspects of the delivery of health and personal care
- Treat with special care service users who are dying, and sensitively assist them and their relatives at the time of death

## Complaints and Protection

We know that service users may become dissatisfied from time to time and may even suffer abuse inside or outside of the agency. To tackle such problems we will do the following:

- Provide and operate a simple, clear and accessible complaints procedure
- Take all necessary action to protect the service user's legal rights
- Make all possible efforts to protect service user from any sort of abuse and from the various possible abusers



# Our People

## Staffing

We are aware that the agency's staff will play a very important role in the service users' welfare. To maximize this contribution, we will do the following:

- Employ staff who are skilled and experienced in all areas of personal care.
- Provide at all times an appropriate number of staff with qualifications in health and social care to ensure that contracts can be met.
- Observe recruitment policies and practices, which both respect equal opportunities and protect the service user's safety and welfare.
- Contract our staff to a range of training, which is relevant. This is monitored on a regular basis and we are committed to maintaining this award.
- MBI Homecare is able to provide their staff access to the NVQ programme. All staff are required to undertake NVQ Level 2 in care.

## Management and Administration

We know that the leadership of the agency is critical to all its operations. To provide a leadership of the quality required, we will do the following:

- Always engage as Manager a person who is qualified, competent and experienced for the task
- Aim for management approach, which creates an open, positive and inclusive atmosphere
- Install and operate effective quality assurance and quality monitoring systems
- Work to accounting and financial procedures, which safeguard service user's interests
- Supervise and appraise all staff and voluntary workers regularly and carefully
- Keep up-to-date and accurate records on all aspects of the agency and service users
- Ensure that health, safety and welfare of service users and staff are promoted and protected



# Complaints Procedure

MBI Homecare has a full complaints and compliments policy that can be requested at any time. A copy is included in the service user's pack given to each client. If a service user has a reason to complain, he/she should in the first instance speak to the staff on duty. If a service user feels that his/her complaint has not been resolved to his/her satisfaction, they can make a written complaint as explained in the policy to:

**If you feel that the complaint is still unresolved then it would be passed to the following person:**

**The Registered Provider  
Mrs Mimi Ivanova**

**MBI Homecare Ltd  
Steeple House,  
Unit 10,  
Percy Street  
Coventry  
CV1-3BY**

**Mobile: 07882414459  
Tel: 02476 222924  
Fax: 02477 679212  
E-mail: [mbihomecare1@live.co.uk](mailto:mbihomecare1@live.co.uk)  
Web address: <http://www.mbihomecare.co.uk>**



**You can at any time write to the Care Quality Commission at:**

**The Care Quality Commission**

National Correspondence  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

**Tel: 03000 616161**

**Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)**

**If the complaint is still unresolved then the next step would be to write to:**

**The Local Ombudsman**

Commission for Local Administration  
The Oaks  
Westwood Way  
Westwood Business Park  
Coventry  
CV4 8JB



# INSURANCE DETAILS

**MBI Homecare Ltd holds insurance cover provided by “CAPITA” in compliance with Regulation 23 (2b) - The Domiciliary Care Agencies Regulations 2002**

## **Insurance cover includes**

**Public and Products’ Liability -£ 5,000,000;  
Malpractice Liability- £ 5,000,000;  
Employers’ Liability - £ 10,000,000**

## **Disclaimer**

**MBI Homecare Ltd Support Workers will always, whilst providing care to Service Users, treat their property and possessions with respect. However, on occasions accidental damage and breakages can occur. You are therefore advised that MBI Homecare Ltd accepts no liability or responsibility for this type of damage. Therefore, we recommend to Service Users that breakages and damage should be processed through your own buildings and contents insurance.**

