

**Statement of Purpose**

Registered Provider:

**Seren Support Services Ltd**

Suite B

Britannic House

Llandarcy

Neath

SA10 6JQ

Tel: 01792 324800

**Out of Hours: 07984 162584**

Email: [info@serensupportservices.co.uk](mailto:info@serensupportservices.co.uk)

**Registered Manager:** Virginia Pambianchi

**Responsible Individual:** Virginia Pambianchi

**Managing Director:** Nick Pambianchi

**CSSIW**

South West Region

Government Buildings

Picton Avenue

Carmarthen

SA31 3 BT

Email: [cssiwsouthwest@wales.gsi.gov.uk](mailto:cssiwsouthwest@wales.gsi.gov.uk)

**Seren Support Services** was established in 2011 as a domiciliary care provider for young adults with learning and physical disabilities and domiciliary home care services to elderly persons.

**The Geographical area in which we provide services**

We offer a service in all areas of Neath Port Talbot local authority area. We are also an accredited provider in Powys however at present we are not providing any contracted services within the Powys Local Authority area.

Currently we have the resources to manage up to 2000 hours per week over our supported living services and community domiciliary service. The company will expand

*Seren Homecare is the trading name of Seren Support Services Ltd (company number 07842022)*

Suite B, Britannic House, Coed D'arcy, Neath, SA10 6JQ

**[info@serensupportservices.co.uk](mailto:info@serensupportservices.co.uk) | 01792 324800**

at a manageable rate with the view of having bank staff to cover new contracts and emergency cover.

### **Aims and Objectives**

Seren Support Services Ltd is a company committed to providing social, personal and practical care to people who wish to remain in their own home and be as independent as possible.

Our service is centred on a personal approach and committed to quality. We believe individuals deserve a personal service at home, which is tailored to their specific needs.

### **Key Principals**

The main objective is to enable people to remain in their own home or the home of their choice.

We strive to work with individuals, their families and relatives and make a positive difference to the lives of everyone involved.

When it comes to making decisions about home support and domiciliary services, we understand the pressure and questions individuals may have and we are committed to working closely with the individuals and their families to help them make the right decision.

We offer a range of services, all with the individuals and their family in mind.

### **Values**

To provide a high standard of care and to continue to make it better. To embrace equality, value and difference.

Work with others and take personal responsibility.

Be open, honest, fair and polite.

Take pride and build a better future.

### **Service we Provide**

- Supported Living
- Respite within the family home
- Domiciliary home care services

### **In the category within the following group**

- People with learning disabilities
- People with sensory loss

*Seren Homecare is the trading name of Seren Support Services Ltd (company number 07842022)*

Suite B, Britannic House, Coed D'arcy, Neath, SA10 6JQ

**info@serensupportservices.co.uk | 01792 324800**

- Older people services
- Physical disabilities

### **Needs**

We understand how important it is to live independently so our service can be designed to meet your needs:

- Social
- Practical
- Personal
- Respite

### **Personal tasks:**

- Washing/showering/bathing
- Shaving
- Oral hygiene
- Dressing
- Continence care
- Toileting
- Feeding
- Assistance with medication as stated in the service delivery plan

### **Practical Support:**

- Making/changing beds
- Emptying commodes
- Shopping
- Laundry
- Meals
- Light domestic tasks

### **Social tasks:**

- Support in all aspects of social inclusion
- Encourage links with family members and peer groups
- Maintain existing relationships with family members and peers
- To promote social activities

### **Respite service:**

Where a person lives with family, relatives or carers we will offer a period of respite for carers from 1hour – a few days, within the family home, to include any of the above services.

### **Service Provision is based on Operational Values and Care Principals**

At Seren Support Services Ltd we believe that for services to be effective, they should be based on sound values and principals and have an understanding of the fundamental and individual's needs.

#### **Service Values:**

- Privacy
- Dignity
- Confidentiality
- Anti-Discrimination
- Communication
- Risk taking
- Rights
- Responsibilities
- Choice

#### **Maximising resources, value for money, adequately supported operational principals.**

- Each package of care should be tailored to the individual needs
- Service users should be allowed to live in the home of their choice with minimum restrictions and activities (taking into account ability and risk factors)
- Services should be flexible and adapt to the changing needs and requirements of individuals and their carers and families
- Respect an individual's chosen lifestyle
- Share the common purpose in maintaining and improving the self respect and motivation as well as the health and independence of service users
- The service must maintain and where possible, improve the quality of life of service users
- To build the service around the skills and abilities of people and promote the goals by empowering individuals to achieve their full potential

#### **Nature of Service Provided**

Seren Support Services Ltd aims to assist in all aspects of support, personal care, financial support, health and well-being and tenancy support.

Respite, short term and long term support, ensure individuals have a copy of their own personal care plan which sets out how the service will be delivered to ensure the desired outcome.

There is general information about our service in the domiciliary care service user guide.

We will ensure our staff has professional training and relevant qualifications relevant to their work.

### **Medication Support**

The company has a medication policy and procedure in place and will according to assessed needs, manage and support with medication requirements within the remit of the policy and procedure.

### **Health and Safety**

It is company policy to safeguard our staff and service users, with this in mind all staff will be trained in Health and Safety for guidance regarding their own safety and that of service users. (Health and Safety policy available on request)

### **Protection from abuse**

Seren Support Services is committed to protecting our service users from abuse. We are fully aware of the forms of abuse and the balance of power that can be exerted over service users. As a company working with vulnerable adults we take any form of abuse as a serious matter.

Staff will receive POVA training in order to create awareness to the forms of abuse and the procedure to follow if they should witness abuse or have any reason for concern in relation to a service user.

POVA training for staff will be within the first 6 months of commencing employment and updated annually.

The company has comprehensive information available to all staff within the work place.

Staff are encouraged to speak to a senior member of staff or their line manager if they have any concerns regarding the policy and procedures relating to the protection of vulnerable adults.

### **Procedures in the event of reporting abuse**

- Any concerns must be reported immediately to your line manager
- Follow the guidance as instructed in POVA training/POVA file
- Record details accurately and factual
- All staff are protected under the whistle blowing policy
- Any form of verbal aggression from service users, family or relatives will be considered unacceptable and will be dealt with in the appropriate manner

### **Temporary Cancellation / withdrawal of service**

If you need to cancel one or more visits we require 24 hours' notice otherwise the full charge will be levied. Charges to care packages funded by Social Services may vary depending on Local Authority guidelines.

### **Cancellation/withdrawal of service**

There may be circumstances where the service may need to be cancelled or withdrawn, however there must be a legitimate reason and it must be in the best interest of all involved to take such action.

Seren Support Services Ltd will endeavour to provide a consistent service, nevertheless there are occasions where a change of care worker is necessary, for example: if a care worker is undertaking training or on holiday or unable to work due to illness.

There may also be a situation where your service requirements change and the existing care worker does not have the physical capacity or specialist training to meet these changing needs, if such a situation should occur you will always be consulted in advance and involved in the decision. You too are always at liberty to contact the provider if you feel that a change is necessitated, 1 week notice is required for the cancellation of assignment.

Seren Support Services Ltd has the right to withdraw services where a worker is/are subject to undue hazard, intimidation, violence or threat, however we will endeavour to resolve the problem and only exercise this if all other attempts fail.

The company has ultimate responsibility for the safeguarding, health and safety of our staff.

## **Staffing Structure**

**Director / Responsible Individual / Registered Manager:** Virginia Pambianchi

Virginia has over 25 years experience in the care sector where she has gained experience working with a variety of client groups to include: older people, adults with a learning disability, children with learning disabilities, physical disabilities and sensory loss.

Virginia worked as a Social Work Assistant for 12 years with the Neath Port Talbot Local Authority.

In addition to this work experience Virginia has managed a residential care home for young adults with a learning disability since June 2004.

Virginia has the NVQ level 3 & 4 qualifications.

Due to a recent staffing restructure, Virginia has been appointed the role of Agency Manager, with the intention to register with the CSSIW as the Registered Manager within the organisation. Virginia is already registered with the Care Council for Wales.

**Managing Director:** Nick Pambianchi

Nick joined the company in April 2013 as the General Manager; Nick has recently completed the Level 5 Leadership and Management in Health and Social Care Services and has progressed to the Managing Director. Nick has overall operational responsibility for the running of the business with the support from a management structure in place.

Nick is no stranger to working in this field as he has worked part time supporting adults with a learning disability since January 2006.

## **Management Support**

In addition to the above posts, we have the following management support teams in place to ensure the business operates effectively.

Human Resources / Employee Relations Manager

Schedule Manager

Office Manager

Quality Assurance Manager x 3

Team Leader – Learning Disabilities

We aim to have enough bank staff to cover any sickness absence and have the flexibility of part time staff covering holidays and sickness leave.

### **Training**

The company has a comprehensive programme of training for staff to recognise the value of learning and development of competencies in order to deliver a high quality service. We have in-house training and access external training for specialised training and NVQ/QCF.

All staff are actively encouraged to participate in NVQ/QCF level 2 and 3 in Health and Social Care services.

Staff who are working towards management level will be expected to work towards QCF Level 5 in Health and Social Care Services.

There is a 3-month induction process through the care council for Wales that all new staff will be expected to complete.

Staff will attend a 3-day induction course prior to commencement of duties, which will incorporate an induction to company policies and procedures.

Staff will attend fundamental training courses to include:

Health & Safety, POVA, Fire Awareness, Infection Control, Food Hygiene, 1<sup>st</sup> Aid and Medication Awareness prior to starting where applicable.

Additional need specific training such as manual handling, medication training and epilepsy awareness will be provided where required.

Training will be updated annually or 3 yearly as required by the course requirements.

All staff are subject to satisfactory DBS enhanced screening processes before commencement of employment. All offers of employment are subject to DBS clearance.

### **Requirements in relation to time sheets**

Managers will be responsible for time sheets and rota's which will be based on the agreed working hours.

Seren Support Services use Care Management software for all its staffing time management needs.



### **Policies and Procedures**

The company has all the relevant policies and procedures in place, copies are available on request.

Staff will be made aware of policies and procedures during the induction and will be given a handbook covering some policies and information related to the company. Company policies and procedures are readily available to all staff at our registered office.

### **Insurance cover**

Seren Support Services Ltd has a comprehensive insurance policy in place, which provides the following levels of cover;

Employers liability cover £5 million

Public Liability cover £5 million

Malpractice cover £5 million

### **Compliments, complaints and concerns**

We welcome any compliments, comments or concerns about our service or how we can improve.

This can be in writing, verbally or over the telephone.

If you have any complaints you can contact the NPT local authority complaints team;

Social Services Complaints Team

Room 265

Port Talbot Civic Centre

SA13 1PJ

Tel: 01639 763445

Fax: 01639 763776

Email: [complaints@npt.gov.uk](mailto:complaints@npt.gov.uk)

### **How to complain**

If you have reason to complain about our service or staff please follow:

- If you feel it is a minor complaint. Please telephone our office
- If you feel it is more serious please put your complaint in writing to the manager

### **How we deal with your complaint**

- On receipt of your letter/phone call we will log all details and the date received and keep it on file
- Full details of the investigation and the outcome and action will be recorded
- We will carry out a full investigation into your complaint which may include us speaking to you and anyone else involved
- We will keep you informed of details of our findings, any action taken and advise of any proposals to resolve your complaint
- We aim to deal with your complaint within 14 days

### **Financial and property protection**

Seren Support Services Ltd aims to promote and maintain independence of service users in all aspects relating to the care and service they receive and believe that control of money is a key element of independence.

Service users are therefore actively encouraged to take control of all aspects of their financial affairs, thus avoiding over-dependency on others, even in minor ways.

There will be instances, however, when support is needed, and given, and it is in these situations in particular when simple good practices need to be implemented and observed, so far as to promote trust and avoid disputes, misunderstandings or suspicion.

Any failure on the part of an employee to observe, in full, these requirements may result in disciplinary action and possible dismissal.

This policy/procedure extends also to the use of conducting business transactions with, or for, a service user, such business transactions are expressly forbidden.

### **Safe keeping of keys policy**

The company will not allow staff to take service users keys for safe keeping for entry into their property.

It is the responsibility of the individual to contact social services to install a call system or key safe for staff to gain access to the property where required.

Seren Support Services Ltd will hold the keys at the office on a short-term measure should there be a delay in providing the necessary instalment of the desired system, however a written and signed agreement will need to be put in place by the service user, social services and the company.

If a key safe is installed we will ensure the code is changed at regular intervals, the numbers will be logged at the office in case of emergencies, only the care worker and office staff will have access to the code.

The company will have an agreement with the service user to contact a nominated person in case of emergency, the details of the emergency contact will be held at the office.

Staff will contact the office if:

- They fail to gain entry
- Any accident or emergency situation

Seren Support Services Ltd will endeavour to ensure the security of the property at all times.

#### **Staff identification**

The company will issue photographic ID cards to all staff as a safety precaution for service users and their property.

As identified in the money and property protection policy staff are not permitted to take any unauthorised persons to the service users home.

All staff attending domiciliary home care appointments will be wearing a company uniform embroidered with the company logo.

Support staff will wear a dark grey tunic / scrub.

Senior Support Staff will wear a light grey tunic / scrub top.

**The company offers a detailed account of the service within the Service User Guide, which is available on request.**

**This document was reviewed and updated on 04<sup>th</sup> January 2017.**