



Utopia Social Care
We care about our community

Statement of Purpose

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1 Introduction - Utopia Social Care offer a Person centered, Professional, flexible care and support service to meet the needs of the people we support. Our support team provides a friendly, consistent, bespoke service to all individuals, to ensure they are safe and comfortable within their own environment, ensuring all their care and support needs are met to the highest standard.

Our services provide a consistent approach to care and support, building positive relationships between the support staff and individuals we support.

We understand the importance and benefits to the individual when professional and person-centered care and support is provided whilst remaining at home or within their chosen environment.

We provide bespoke services which enable the individual to tailor their support package to meet their needs effectively and productively.

We provide a variety of services to meet the needs of our customers ranging from Safer discharge services, Rehabilitation back into the home environment following periods in hospital, Health and social care support and support at the individuals end of life. Our services are provided to individuals over the age of 18 years of age. We have the expertise and experience to support every individual to achieve the outcomes required to enable them to be as independent as possible living in the community.

We understand that the needs and support requirements of the people we support can change during the service we provide to them, we will respond to these changes with integrity, professionalism and in a personal manner, ensuring the person we support receives the standard of support/care they require to meet their needs at that time. Our support team have extensive experience within the social care sector who care passionately about what they do and will always ensure the best outcomes are achieved for every individual. This will enable them to respond effectively to any developments within the care package ensuring a person-centered approach is delivered at all times.

The service(s) we provide are bespoke and tailor-made to the individual(s) needs and no such support/care plan will be the same. Our main objective is to enable the people we support to receive

the care/support they need to continue living in their own homes and community. This will be achieved by promoting a standard of excellence which embraces fundamental principles of quality care practices that is witnessed and evaluated through the practice, conduct and control of quality care in the home environment.

Our support/care is provided in partnership with the people we support, their carers and relatives, respecting their diverse needs, preferences, and choices. It is standard practice for a member of our management assessment team to arrange a visit with the individual prior to service commencing. We feel that this is an essential part of the service we deliver, it ensures that the support/care is person centered and based on the needs and requirements of the individual wishing to access our services. We will develop an effective care plan at our initial meeting and identify and assist each individual to reduce any risks surrounding them living at home safely.

This enables us to provide the most suitable support package in meeting the individual's expectations and to achieve real outcomes. We would also introduce the allocated staff team to the person we will be supporting prior to service commencing to encourage familiarity and build a relationship whilst understanding the needs of person they will be supporting. We will ensure our support team are equipped and skilled to be able to engage and support every individual in a positive way. We will allocate a cluster lead to every individual's care package, this role will monitor and manage the service to ensure it fully meets the needs of each individual. The cluster lead will carry-out satisfaction surveys and audits of documentation and medication on a twice monthly basis.

2 The Aims and Objectives of the Company - Person centered care forms the core of the service we provide here at Utopia Social Care and our staff are committed to meeting our aims and objectives:

- To deliver a service of the highest quality, that will improve and sustain the people we support's overall quality of life.
- To ensure that the service is delivered flexibly, attentively and in a non-discriminatory manner, while respecting the people we support rights to independence, privacy, dignity, fulfilment, and the rights to make informed choices.
- To ensure that every person we support has their needs met, and these are respected in matters of religion, culture, race or ethnic origin, sexuality and sexual orientation, political affiliation, marital status, parenthood and disabilities or impairments.
- To match the nominated staff member as closely as possible with the individual to develop a friendly productive relationship, respecting the need to change the staff member in the event of subsequent non-compatibility.
- To manage the Care Service efficiently and effectively to make best use of resources and to maximise value for money for the Purchaser/People we support.
- To involve the People we support and carer's in the provisions, management, and development of services, which will be monitored regularly as part of the quality assurance framework ensuring that the service is run in the best interests of the people we support.
- To ensure that the people we support are aware of the procedures of making compliments, comments, and complaints.

3 Service user bands			
The people that will use this location			
Adults aged 18-65	<input checked="" type="checkbox"/>	Adults aged 65+	<input checked="" type="checkbox"/>
Mental health	<input checked="" type="checkbox"/>	Sensory impairment	<input checked="" type="checkbox"/>
Physical disability	<input checked="" type="checkbox"/>	Learning difficulties or autistic disorder	<input checked="" type="checkbox"/>
Dementia	<input checked="" type="checkbox"/>	End of Life	<input checked="" type="checkbox"/>
The CQC service type(s) provided at this location			
Domiciliary care service (DCC)			<input checked="" type="checkbox"/>
Regulated activity(ies) carried on at this location			
Personal care			<input checked="" type="checkbox"/>
Registered Manager(s) for this regulated activity: Ms Sarah Calley, Registered Manager			

Caring	<ol style="list-style-type: none"> 1. We will ensure our support staff are trained in maintaining kindness and compassion in their approach to supporting people we offer a service to. 2. Our support team will be trained on the key values relating to dignity and respect and the assurance that the support they offer places every individual at the Centre of their own care and support plan. 3. Our support team will be supported to promote inclusion and to support individuals to maintain, develop their daily living skills to be able to maintain as independent as possible and have access to community services.
Effective	<ol style="list-style-type: none"> 1. We will ensure that all our staff team are recruitment effectively and that they are suitable and qualified to support the people we offer our services for. 2. We will offer appropriate services to meet every individual’s needs to ensure they live a healthy and well lifestyle and are supported to maintain this through promoting independence. 3. We have effective systems in place to ensure we keep our staff to have a consistent approach to our service delivery 4. We will support every individual to eat a healthy balanced diet and maintain the consumption of fluids by effectively managing and monitoring nutrition and hydration in our approach to maintaining well-being. 5. We will ensure that our staff team are qualified to delivery an effective service and have the right skills and knowledge to be able to support people in a positive and effective manner.
Safe	<ol style="list-style-type: none"> 1. We have effective safeguarding procedures to ensure anyone using are services are safe and protected 2. We will ensure that you live a healthy lifestyle, supporting you to manage risks effectively

	<ol style="list-style-type: none"> 3. We will ensure you live in a safe and clean environment, and we will support you to maintain your health, well-being, and safety 4. We will ensure that our staff team is qualified and suitable to meet the needs of every individual we provide services for. 5. We will maintain our effective strategies relating to the management of medication, and ensure people we support to administer their medication
<p style="text-align: center; color: white; font-weight: bold;">Well-led</p>	<ol style="list-style-type: none"> 1. The culture of our business and ethos is to promote effective, caring, safe, and responsive services to all individuals that access our services and that we meet fully their needs in the support we offer 2. Our vision is to place every individual at the Centre of their individual care and support plan and that they or their representative are fully involved in decision making about their needs or support. 3. We have an effective leadership team that all focus on the main aims of our business and promote these values in all we deliver 4. Our leadership team will ensure staff are equipped, tooled, and supported in their roles and that they are supervised regularly to ensure the support they offer fully meets the needs of every individual. 5. We will work closely with other professionals and community services to ensure that we can offer an inclusive and effective service to the individuals we support. 6. We will maintain through audit and feedback that we have an effective continuous improvement plan to ensure we are proactive within our business.
<p style="text-align: center; color: white; font-weight: bold;">Responsive</p>	<ol style="list-style-type: none"> 1. We will maintain that every individual we support are placed at the Centre of their own care and support plan and that their needs, decisions, and outcomes to their support plan are effectively recorded and maintained. 2. We will ensure staff are trained and equipped to be able to promote independence and develop individual's activities of daily living to remain as independent as possible with the correct support and care. 3. We have an open culture to managing complaints and we will maintain that complaints or concerns are received openly and effective responses or actions are made in a timely manner. 4. We will ensure that from effective planning and engagement with the individuals we support that their needs are effectively assessed, and appropriate plans put in place to ensure support staff can meet their needs and maintain the individual's independence 5. We will ensure that the support team are trained and equipped to care for individuals at the end of their lives and have the appropriate skills and deliver support to meet the needs of every individual with care and compassion. 6. We will ensure that every individual we support has the relevant consent paperwork for them to agree to the support which we will assist them with. We will ensure all staff are trained and equipped to assess individual's capacity and ability to make their own decisions. Staff will have the skills to identify where DOLS is required for individuals we support. We will ensure that effective systems and processes are in place to be responsive to issues raised with capacity and DOLS and that appropriate links are made with other professionals to show positive outcomes.

4 Corporate Statement of Good Practice - The philosophy of the Company is to reflect and promote values that focus upon the individual peoples we support as being at the center of Care Service planning and Service delivery. To help achieve this, the Company has drawn upon the fundamental Core Values of Care to develop the following Service Values which will form the basis for considering the provision of an individual Care Service:

- Autonomy and independence of personal decision-making, including the assumption of risks as well as responsibilities associated with citizenship.
- Choice of occupational activities, lifestyle, and the best way to maintain independence, including the opportunity to select independently from a range of options.
- Respect for the intrinsic worth, dignity and individuality of the person and his / her racial and ethnic identity and cultural heritage.
- Participation and integration in society, and in the development of plans, policies and decisions affecting the individual's life.
- Knowledge about conditions and prospects, options and opportunities, and ways of improving the individual's life.
- Fulfillment of personal aspirations and abilities in all aspects of daily life, including the chance to develop new skills and knowledge.
- Privacy from unnecessary intrusion, and the preservation and safeguarding of confidentiality.
- Equality of opportunity and access to services irrespective of age, race or ethnic origin, creed, colour, religion, political affiliation, disability or impairments, marital status, parenthood, sexual gender or sexual orientation.

The realisation of these values, together with the level of help and support required to achieve personal goals, will be a unique process for each person - every person is an individual. However, the value principles remain constant and will provide a sound foundation for the provision of care to all, regardless of personal circumstances and in accordance with the Company's Equal Opportunities Policy.

5 The Nature of Services Provided - Service provision is based on operational values and principles of care. **Values and Principles of Care:** Utopia Social care believes that, for services to be effective, they should be based on sound values and principles and an understanding of the fundamental and individual needs of the person we support.

Nature of The Services Provided - At Utopia Social Care we have trained staff who meet the people we support, prior to commencing service, to agree the care needs requirements of the people we support and assess each individual before the service is offered including aspects such as when the service will begin and the times, frequency and duration of care to be provided.

The support team at Utopia Social Care are trained in accordance with Skills for Care, Cavendish Care Induction (15 fundamental standards) as well as bespoke training tailored to meet the specific needs of their client group. Furthermore, they are supervised and supported to provide a quality service to a wide range of people who need care and support whilst living in their own homes, ensuring:

- People we support feel that they are treated with respect and valued as a person, and their right to privacy is upheld

- People we support are assisted to make their own decisions and control their own lives and are supported in maintaining their independence.
- All People we support are treated equally and are protected against any form of discrimination.
- A Person we support's care plan is produced through consultation with each care user, their families and authorised persons and will include information about the individuals care needs, wishes, preferences and personal goals.

Key personal and care support is provided with:

- Assistance with personal care, bathing, dressing and all activities of daily living
- Support and if required preparing medication for administration
- Support with shopping and cleaning at home
- Rehabilitation back into the home environment and community
- Safer discharge services from Hospital (Rehabilitation of activities of daily living)
- Escorting services to and from appointments/engagements/activities/day services
- Sleeping and Waking night support
- Respite at home services for family/carer respite

Specialist tasks: There are aspects of the service that require staff to have specific experience or training in order to ensure they are able to undertake such tasks.

Tasks requiring specialist training or experience include:

- Catheter / Stoma care – changing bags, monitoring output and emptying bags
- Assistance with Ileostomy and Colostomy care
- Monitoring blood sugar levels
- Assisting with Peg Feeding

All support staff are required to be assessed as competent before providing the above care duties and ongoing supervision and support.

Support workers will NOT undertake tasks that require the skills and expertise of clinical professionals. Such tasks include: Any invasive procedures (without receiving an effective training course)

When specialist tasks are required by the person we support we will ensure that the allocated support staff are fully trained and competently assessed by our expert training department team and external professionals.

6 Quality Assurance & Management - Utopia Social Care is committed to ensuring that services continue to meet the user's needs.

Our Quality Assurance starts with the recruitment of the best support workers possible and continues with systematic and ongoing monitoring of their performance. Delivering a consistent high-quality service is our priority.

This is achieved through the implementation of a three-stage action plan, which will mean obtaining the people we support feedback at three levels, beginning with the completion of a satisfaction survey, telephone satisfaction survey and face to face interviews with the person we support or their representative, guaranteeing an in-depth strategy of obtaining care users views and opinions.

The person we support, their family and representatives will be allocated a dedicated member of our management team, who will oversee the service delivery. We feel this provides a clear communication link between purchaser and provider developing an effective relationship and point of contact.

At the first stage the people we support will be asked to complete a user satisfaction survey. Regular audits of minor issues arising in daily care provision and of compliments and complaints received by the company. We also meet regularly with staff to ensure that their views are sought.

The service will be audited and evaluated against the standards set out by the Care Quality Commission, and against our service outcomes.

The Name and Address of the Registered Provider and of any Registered Manager
The address and contact details of Utopia Social Care are as follows:

Address: 76 Eccleston street, Prescot, Merseyside, L34 5QL Telephone: 0151 426 6236

Email: utopiasocialcare@outlook.com Website: www.utopiasocialcare.org

7 Registered Manager/Responsible Person’s details

1. Registered Manager’s full name	Sarah Jane Calley
2. Registered Manager’s contact details	
Business address	76 Eccleston street, Prescot, L34 5QL
Business telephone	0151 426 6236
Registered Manager’s email address¹	
sarahcalleyutopia@outlook.com	
8 Relevant Qualifications & Experience: Ms Sarah Calley who is A Company Director. Sarah has worked in a senior management position in health and social care for the past 18 years. Sarah has 27 years’ experience within Mental Health and domiciliary care setting, covering all aspects of care/support work, business management, recruitment, administration, care management and policies & procedures.	
Qualifications and work experience of Responsible Individual: Both the responsible and registered manager are trained to Strategic Management Level 5 & 7. Both hold the registered managers award and management diplomas.	

1. Responsible Person's full name	Mr Kevin McIntyre
2. Responsible Person's contact details	
Business address	76 Eccleston street, Prescott, L34 5QL
Business telephone	0151 426 6236
Responsible Person's email address ¹	
kevinmcintyreutopia@outlook.com	
<p>8 <u>Relevant Qualifications & Experience:</u> Mr Kevin McIntyre, Managing Director. Kevin can be contacted during office hours at the above address or telephone number. Kevin has worked in senior management positions in the health and social care sector for the past 22 years and has over 28 years' experience in delivering and managing social care sectors.</p>	

The Range of Qualifications of the Support Worker Supplied by the Company - Utopia Social Care retains a complete record of all qualifications, credentials and experience gained for each staff member, whether full-time or part-time. These records may be found in the Staff Files retained at the Company's offices and are of limited access for reasons of confidentiality and security.

As a summary, Support staff are required to have, as a minimum, the following qualifications for them to provide support/care services for the people we support within their homes:

Moving & Handling, Health & Safety, Food Hygiene, Infection Control, Safeguarding, Falls awareness, Nutrition and hydration, Personal Care, Medication administration, Emergency First aid (AED).

Our Induction training incorporates a five Classroom days Cavendish care certificate program providing the individual with the underpinning values and principles of the health and social care practices, shadowing an experienced member of staff. On completion of the five-day induction course Support workers will be observed in practice by an experienced Manager.

All members of support staff are offered QCF Diploma Level 2 training after 3 months of employment, all current members of staff are on a rolling program and we work closely with training providers to reach our goal of having 100% of our work force qualified or working towards a minimum of Level 2 Diploma in Social care. We are keen in developing the skills and knowledge of our social care professionals and encourage individuals completing level 2 qualifications to put themselves forward for a level 3 diploma. We actively engage our support staff in personal development to ensure that they are fully up to date and compliant with the sector they work in.

All members of our care team are encouraged to keep an active CPD. Any additional training and development needs are delivered by our internal expert training and development team. We invest in our staff development to ensure the person they are supporting are receiving the quality care and support they require to achieve the quality of life desired.

9 Complaints, Concerns, Comments & Compliments - With respect feedback from the People we support concerning the quality of Care Services provided to them. This information is formally reviewed for content and appropriate actions applied where identified. These reviews classify the People we support feedback as follows, and is considered as positive through to negative feedback:

Types of feedback

- **Compliments** - Positive input regarding aspects of the Care Service
- **Comments** - Still positive, but possible scope for improvement
- **Concerns** - Negative feedback where action may be required to address a problem
- **Complaints** - Serious concerns on the part of the People we support, requiring formal action as described below:

There is a formal process for the management around the handling of complaints from the People we support, their carers or other professionals. This is documented in the complaints procedure. The Policy provides for appropriate investigation and a timely response to the complainant, and if required the means for the People we support to take the complaint to the appropriate regulatory authorities. This is explained in our support guide and the People we support are also made aware of the right to complain prior to finalizing the support service contract.

10 Complaint's Procedure

1. To ensure that the service we provide matches the needs and expectations of the people we support and we welcome any comments they may care to make.

2. As one of the People we support you are perfectly entitled to make a complaint at any time. If you wish to complain about the service you receive from us then you should follow the steps below:

- If possible the problem should be discussed with the person providing the service to you, this could be your Support Worker or Cluster Leader
- If you feel unable to discuss the problem with them or you feel they are unable to solve the issue(s) then you should contact Utopia Social Care's Registered Manager (Ms Sarah Calley) on **0151 426 6236 or 76 Eccleston street, Prescott, L34 5QL**
- If possible at this stage you should record your complaint in writing and send it to Utopia Social Care address to the Registered Manager. You may wish to ask a friend or relative to write out the complaint for you, which if possible you should sign. Our address: **76 Eccleston street, Prescott, L34 5QL**
- If you are not happy about making the complaint yourself and you do not know someone who is prepared to talk to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.

- If we receive a written complaint it may take a little time to consider it fully but we will write to you within one week to acknowledge receipt of the complaint and to inform you of the steps we are taking to resolve it. We aim to ensure that all complaints are investigated and a response sent to you within 28 days of receiving your complaint.
- The Company Director (Kevin McIntyre) will review all complaints received and the outcomes to ensure that a satisfactory conclusion has been reached.
- As part of Utopia Social Care's quality assurance process all concluded complaints will be followed up/reviewed within 3 months. The registered Manager (Sarah Calley) will contact the complainant to ensure that they are satisfied with the outcome and services have improved.
- It is the policy of the Company to strive to ensure that compliments outweigh complaints.
- The company ensures that its entire staff are highly skilled and trained in identifying abuse situations and providing a service that safeguards protection of vulnerable adults. We employ in-depth policies which all our care workers are aware of and practice, and follow the steps to take if they have any concerns regarding possible abuse situations. However, if you are concerned about such a situation your first step is to contact the Registered Manager, who will instigate the company's Safeguarding procedure. Sarah Calley can be contacted on 0151 426 6236.
- If you are dissatisfied with the result of our investigation, what you do next depends on whether your care is being arranged on your behalf by a Social Care Department or is being paid for privately.

Where your care is being bought privately, then contact:

**Care Quality Commission
National Correspondence
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA**



We would also like to hear from you if you are satisfied with the service provided to you by contacting Utopia Social Care and would like to share your opinion with us. Please write to either Utopia Social Care directly, or Care Quality Commission. Local authority numbers for your attention if you wish to contact them to discuss the support we offer to you.

Knowsley Local Authority - 24 hour contact telephone no: 0151 443 2600

Liverpool Local Authority - You can tell us about your concerns by calling Careline on 233 3800 or contact the police on 0151 709 6010 or dial 999 in an emergency.

St Helens Local Authority - 9.00am to 5.00pm, Monday to Friday, on 01744 676600 Out of Hours Team Contact Details 0345 0500 148

11. Circumstances resulting in refusal of care - The circumstances in which Utopia Social Care may cease to provide services to a Person we support.

There are certain exceptional circumstances in which a service would be withdrawn. These are usually as a consequence of risk to the health and safety of the People we support and /or support workers.

They include environmental factors where the home is unsafe for staff to work in, where certain infections are present or, where service user behavior is such that it would be unsafe for staff to work. Service Managers carry out detailed risk assessments of each home to establish whether any measures for staff safety are identified. In exceptional circumstances a best interest meeting would be arranged with all interested parties, issues discussed, actions agreed.

In the event of staff being replaced due to absence, we will ensure that contact is made in the first instance outlining the temporary change in service. In the event of a permanent change, as a result of a review, an outcome letter will detail these changes to the Person we support 7 days prior to the change being made.

The very concept of our services is one that is rooted in the most basic human need – that of , familiar surrounding's and the companionship of caring individuals

Statement in relation to COVID 19

Utopia social care's priority is to keep our staff and the people we support safe, well and protected against COVID 19. Our staff will remain to support the people we support wearing full personal protective equipment. We ask that you respect our staff wearing face masks during your call and Disposable aprons and gloves when they are in direct contact with you. This is to protect you and your safety is key to our organisation. We will support the people we support to receive their COVID 19 vaccines to protect them. Our staff are committed to obtaining the vaccine to protect you.

If you have any concerns relating to COVID 19 please refer this to our staff who will in turn report this to our Management.