

People with individual needs,
living the lives they choose



Outlook Care Domiciliary Care Service Statement of Purpose

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domiciliary care service

“People with individual needs, living the lives they choose.”

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registered provider

Penny Taylor FCMI, Chief Executive

Unit 6, Shelduck House
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Penny joined Outlook Care as Chief Executive in 1999. After working in the care and housing sector for over 30 years, with over 16 years at Director level, Penny has a deep understanding of the issues around supported living and care and a proven track record in the management of complex organisations.

Penny is also a member of the Outlook Care Board



Karen Sherry Manager

Dobsons House
Dobsons Close
Rayleigh
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Karen has worked in care since 1998 in a variety of roles, starting as a Care Worker and before progressing to her current position as Service Manager.

Before joining Outlook Care in 2008, Karen worked for a national nursing and homecare provider in a role that included managing over 2500 hours of care a week to more than 250 service users.

Karen has a Diploma in Moving & Handling (people) and is currently working towards her NVQ Level 4, Registered Managers Award.

“Maximising independence and enabling people to have choice and control over their lives is the cornerstone of our work.”

About us

Outlook Care is a not for profit organisation that provides care and support to people with a learning disability, those with mental health needs and older people.

The organisation, which was established in 1989, operates over 40 schemes in eight local authority areas across north and east London and Essex, and includes residential and nursing care, supported living, domiciliary care and housing management.

We are passionate about what we do and firmly believe that by investing in the future of our services and involving, listening and responding to the people who use them, we will ensure that Outlook Care remains a successful, financially sound and responsible organisation.

Maximising independence and enabling people to have choice and control over their lives is the cornerstone of our work. Our staff are trained in values and person centred approaches enabling our vision to become a reality for people who use our services. We are actively responding to the White Paper, 'Our Health, Our Care, Our Say' by developing our services to meet the needs of people with Individual Budgets.



Quality assurance

Staff at Outlook Care are offered training and development opportunities in order to meet the needs of service users. We hold the Investors In People award which demonstrates our commitment and achievement in developing our staff to deliver our Business Plan and its objectives.

Outlook Care has also held the ISO 9001:2000 quality award since 1995 and is assessed externally each year against the standards of this award.

The Outlook Care internal quality assurance system - the Continuous Improvement Programme (CIP) – embraces the requirements of the ISO 9001:2000 and also ensures robust systems are in place to assure the quality of our services.

Environment

At Outlook Care we recognise that our operations have an effect on the local, regional and global environment, and ensure that good environmental management is an integral and fundamental part of our business strategy.

To help us minimise our impact on the environment we have devised and implemented an Environmental Management System across the organisation, and have achieved ISO14001:2004 certification.

“We provide a service that is responsive and relevant to the needs of individuals from all communities.”

Our Vision

People with individual needs, living the lives they choose.

Our Values

- Respect and support the rights of people to be involved in decisions that affect their lives.
- Welcome diversity and ensure fairness across all aspects of our work.
- Value the people who use our services and their contribution to communities.
- Recognise the important contribution our staff and partners make in the delivery of our services.
- Be honest, open and accountable in all that we do.
- Ensure our high standards are maintained whilst providing cost effective, value for money services.
- Ensure that we are economically viable, environmentally sound and socially responsible.
- Aim for excellence and encourage a culture of innovation, expertise and continuous improvement.



“Outlook Care provides care and support for people in their own homes, at times convenient to them.”

Our objectives

The Outlook Care domiciliary care service provides a real alternative to residential or hospital care.

Our objectives, listed below, focus on each individual and put their needs and aspirations at the centre of all that we do.

- To make a positive difference in the life of each individual.
- To support service users to remain as independent as possible.
- To support service users to continue to be an active member of their local community.
- To provide short-term intensive support during crisis.
- To help people regain their independence after illness or a hospital stay.
- To provide long-term support to people who can no longer care for themselves.

principles of support and care

Principles of support and care

Outlook Care provides support and care in accordance with the principles detailed below.

- **To focus on you.**
We involve you in decisions on how we provide personal care and support.
- **To ensure that we are fit for purpose.**
We constantly examine our operations to ensure that we are achieving our stated aims and objectives. We welcome feedback from you, your friends and relatives.
- **To put your welfare first.**
We provide a package of support and care that contributes to your personal and healthcare needs and preferences, and we work in partnership with other services and professionals to maximise your independence.
- **To meet your assessed needs.**
We carry out thorough assessments to ensure that any care and support we provide meets your needs and preferences, and is flexible enough to accommodate any changes to your requirements.
- **To provide quality services.**
We are committed to providing quality services and continuous improvement.
- **To employ a quality workforce.**
Standards for our managers and staff are based on the national occupational standards for the industry set by the National Training organisation.

service user rights

“We treat service users with respect and provide a service that is responsive to the needs of each individual.”

Good quality Domiciliary Care services promote a way of life which enables people to exercise choice and to be treated with respect.

The following rights are fundamental to Outlook Care services.

- **Privacy**
Our staff will only enter a service user's home with consent, personal possessions are respected and we ensure that records are only seen by those with a legitimate need to see them.
- **Dignity**
We treat service users with respect and provide a service that is responsive and relevant to the needs of each individual, regardless of gender or gender identity, race, including ethnic origin, colour, nationality and national origin, religion or belief, disability, age or sexual orientation.
- **Independence**
We help service users to manage for themselves where possible rather than becoming totally dependent on care workers and others, and focus on capabilities, not disabilities
- **Security**
We work to create an environment which is free from unnecessary sources of danger to vulnerable people or their property and always carry out thorough risk assessments in relation to premises, equipment and activities.
- **Civil Rights**
We support service users to make use of a wide range of public services, such as health services, community activities, libraries, education establishments, elections and public transport.
- **Choice**
Service users are free to choose what they do and when they do it, for example, they can choose what time they go to bed at night and get up in the morning. Our services to respond to each individual's preferences.
- **Fulfilment**
We support service users to participate in broad range of social and cultural activities and we do everything possible to help a service user to achieve an unfulfilled wish or ambition.



The Domiciliary Care service is provided for adults who require support in order to live within their home, and can be provided to older people, adults with a learning disability and/or adults with mental health needs.

Focussed support and personal care and domestic tasks are delivered as part of the support or care plan. Services are flexible in order to meet the needs of each individual.

The support or care service can be provided 24 hours a day, seven days a week, or as required by the individual assessed level of need.

The service includes a range of tasks such as personal care and domestic tasks and is directed by the support plans and care plans in place.

Where possible, Outlook Care staff support and encourage each individual 'to do for themselves' as described in standard nine of the National Minimum Standards for Domiciliary Care, in order for service users to maintain independent living skills in all aspects of daily life.

Services provided

- **A maintenance service** designed to maintain independence for as long as possible.
- **Skills teaching** such as travel training, budgeting and domestic skills.
- **An enabling service** provides short-term care packages to support service users to regain the skills of daily living.
- **A specialist maintenance service** for older people with dementia and people with sensory and other impairments.
- **A hospital discharge service** which reduces the need for residential or hospital care.
- **24 hour care and support.**
- **Accessing healthcare** such as dentists, GPs, and opticians.
- **Accessing education** such as colleges and adult education.
- **Accessing employment and volunteering opportunities.**
- **Accessing cultural and religious opportunities.**
- **Accessing emotional support.**
- **Specialist support** such as epilepsy and challenging behaviour.



care provided

“Personal care delivered respects the dignity and cultural needs of each individual.”

The details of support and care provided is a guide and tasks listed are not to be considered inclusive of all tasks that the service may be required to undertake in order to meet service user needs.

When carrying out these tasks, Outlook Care will ensure compliance with the National Minimum Standards for Domiciliary Care.

Personal Care

Personal care delivered respects the dignity and cultural needs of each individual, and service users are encouraged and supported to be as independent as possible.

The service provided by staff during visits includes a range of personal care tasks, as directed by the support or care plan, such as:

- assisting service users to get up in the morning;
- using a hoist or lifting equipment to move service users who are unable to move without assistance;
- washing, assisting with bathing and/or strip wash, shaving, hair care, skin care, denture and mouth care;
- assisting service users with dressing and toileting, including necessary cleaning and safe disposal of waste;

- assisting service users to manage incontinence, including changing incontinence pads as required;
- reporting any changes in the service users urinary and faecal incontinence;
- prompting service users to take prescribed medication or to use an inhaler. If a service user refuses to take prescription medication, the Manager will be informed;
- prompting service users to administer their own ear drops or eye drops that are not linked to recent surgery;
- prompting service users to take oral medication when necessary, using a monitored dosage system;
- prompting service users to take mild liquid medicines such as laxatives and simple linctus;
- being aware of special dietary requirements in line with specified guidelines and working with other professionals in the maintenance of diets;
- preparing meals/snacks and assisting service users to eat and drink, including associated kitchen cleaning and hygiene;
- ensuring each service user's home is safe and comfortable.



General support with household or domestic tasks

Cleaning tasks may be undertaken as part of the support or care plan.

Cleaning covers a wide range of activities within the home. Certain tasks need to be performed regularly in order to maintain basic hygiene, whilst others will only be performed occasionally.

Cleaning tasks that may be required includes:

- cleaning the bath, basin and toilet. Where there are raised toilet seats or bath aids, these should also be cleaned periodically. Bathroom and toilet floors are washed, taking care that they are not left wet as this can be dangerous to the service user;
- cleaning of the kitchen floor. Particular attention is paid to the cooker and the fridge areas;

- cleaning of the inside of the fridge and making a basic assessment that the quantity and quality of food available to the service user appears appropriate. This may include checking food use by dates;
- washing down surfaces and sinks each visit;
- emptying and washing rubbish bins;
- vacuuming;
- cleaning the cooker;
- washing cutlery and crockery.



care provided

Shopping

Domiciliary carers may do shopping for the service user as part of the care plan to support personal care provided.

Domiciliary carers will only be expected to undertake shopping to meet the needs of the service user, unless otherwise indicated, and goods can only be collected from local shops.

Escorting

Escorting may be required to meet the assessed needs of a service user, for example by accompanying a service user to:

- medical and hospital appointments;
- use public transport;
- collect shopping, pension or prescriptions;
- assist people with sensory impairments;
- assist in the enablement process;
- safeguard adults;
- adhere to person centred planning.



“For security reasons, domiciliary carers may only collect a maximum of two weeks pension at any time.”

Laundry and ironing

Laundering and ironing may be carried out as part of the care plan to support the personal care provided.

Pension collection and payment of bills

Pension collection and payment of bills will be undertaken as part of the care plan to support personal care provided.

For security reasons, domiciliary carers may only collect a maximum of two weeks pension at any one time.

Private Home Care

Outlook Care can provide Domiciliary Care under our Private Home Care contract.

This enables individuals to purchase time directly from Outlook Care for a variety of different tasks.

Our qualified, professional team of staff can support people to maintain their independence by helping with a range of tasks around the home.

A leaflet on Private Home Care which details our current menu of charges is available on request. Please ask a member of staff for a copy.



Domiciliary Care staff

Outlook Care recognise that for most service users the most important people in the organisation are the support workers who they have regular contact with. We take great care in recruiting, training, supervising and developing our staff.

The range of qualifications held by the domiciliary support workers are:

- GNVQ in Health & Social Care Advanced Level;
- NVQ in Care Level 2;
- NVQ in Care Level 3;
- LDQ Level 2 or 3.

All staff also complete mandatory training in the following areas:

- manual handling;
- fire procedures;
- first aid;
- food safety;
- health and safety;
- safeguarding vulnerable adults;
- safe handling of medication;
- induction;
- lone working;
- diversity awareness;
- mental capacity learning event;
- person centred planning.

Staff have access to additional training and development in areas such as management, autism, health action planning, positive approaches to behaviour management and epilepsy.

More than 50% of staff hold a current NVQ qualification.



Dobsons House structure

Staff at Dobsons House provide 24 hour care and support services to people who live at the scheme.

Staff at dobsons house



comments & complaints

“We will treat all complaints seriously and respond in an appropriate and timely manner.”

We're listening

At Outlook Care we recognise that all comments, including complaints, are a valuable form of feedback about our services.

We want to provide the best possible service and will therefore treat all complaints seriously and respond in an appropriate and timely manner. We will ensure that any lessons learned from comments received are fed back into our procedures.

Outlook Care will ensure that everyone using, or wishing to use, its services, relatives, advocates, other professionals or members of the public are fully aware of how to make a complaint or compliment.

We have produced an accessible leaflet 'We Are Listening' which explains how you can complain, and an accompanying DVD which features service users and details how and when to complain. Each scheme has copies of the leaflet and DVD.

Where a complaint involves other organisations or agencies as well as Outlook Care, we will co-operate fully in seeking to resolve the complaint.

When Outlook Care receives a complaint which is the responsibility of another service provider, the complaint will be forwarded to the appropriate officer within that organisation, provided that the complainant wishes this to be done.

Both the complainant and the organisation concerned will then be formally advised in writing.

Complaints regarding the fabric of the building, grounds and issues in relation to the tenancy agreement for services should be forwarded to Swan Housing Group.



contact information

Get in touch

If you would like this document in another format, or would like more information on Outlook Care policies and procedures, please contact Communications on 01277 637 528 or at communications@outlookcare.org.uk

Outlook Care

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Care Quality Commission (CQC)

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Fax: 01223 771 397
Email: enquiries.eastern@cqc.org.uk

Social Care Direct

Contact Social Care Direct for all queries regarding Social Care in Essex.

Tel: 0845 603 7630
Email: SocialCareDirect@essexcc.gov.uk



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