



People with individual needs,
living the lives they choose

Louise Graham House
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
Woodbrook Crescent
Radford Way
Billericay
Essex CM12 0EQ

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



registered manager

Piotr Rejek Director of Operations

Outlook Care
The Ivy Bungalow
256A Ongar Road
Brentwood
Essex, CM15 9DX

Louise Graham House
172 Ripple Road
Barking
Ilford
Essex, IG11 7BP

Piotr holds a Masters degree in Public Policy and Management, BA (Hons) Town and Country Planning a City and Guilds Care Management passed with Distinction.

Piotr joined Outlook Care in June 2006.

He has worked in care since 1993. Prior to joining Outlook Care, Piotr worked for a Housing Association as service manager involved in registered care, supported living and community support for people with learning disabilities, those with mental health needs and older people.



objectives

“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 support and care to people who cannot wholly look after themselves, in their own homes, at times convenient to them.

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 you with a person centred and outcome focused service that is tailored to your needs.
 - To work with each individual support them to achieve independence.
- To work in partnership with all individuals, professionals and agencies providing support to each service user.
 - To provide competent, skilled and qualified staff.
 - To continuously monitor services to ensure we are meeting our objectives.

principles of support and care

Principles of support and care

Outlook Care provides 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 or care in order to live within their home. This service can be provided to adults with a learning disability and/or adults with mental health needs and older people.

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.



service staff

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

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.

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.

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.



service structure

Domiciliary Care management structure

Name	Contact details	Qualifications	Experience
Caroline Redfern, London Borough of Havering Supported Living Manager	01708 378 392	<ul style="list-style-type: none"> Registered Manager's Award. NVQ Level 4. CSCT Advanced Counselling Skills. Mandatory training. Outcome focussed support planning. Tenancy management. 	Caroline has worked in Social Care since 2001 and in supported living since 2004.
Temi Omanayajo, London Borough of Barking and Dagenham Supported Living Manager	020 8594 1227	<ul style="list-style-type: none"> Registered Manager's Award. NVQ Level 3 and 4 in Care. Mandatory training. Outcome focussed support planning. 	Temi has worked in Social Care since 2002 and in supported living since 2005.
Jonathan Parry, London Borough of Waltham Forest Supported Living Manager	020 8556 9853	<ul style="list-style-type: none"> Registered Manager's Award. NVQ Level 3 and 4 in Care. Mandatory training. Outcome focussed support planning. Tenancy management. 	Jonathan has worked in Social Care since 1994 years and in supported living since 2003.
Bridget Goredema, London Borough of Barking, Dagenham and Havering Supported living manager	01708 757 033	<ul style="list-style-type: none"> NVQ Level 3 and 4 in Care. Mandatory training. Outcome focussed support planning. 	Temi has worked in supported living management since 2005.

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.



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

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contact information

Care Quality Commission (CQC)

4th Floor
Caledonia House
223 Pentonville Road
London
N1 9NG

Tel: 020 7239 0330

Fax: 020 7239 0309

Email: enquiries.london@cqc.org.uk

Community Learning Disability Teams

Barking and Dagenham CLDT
Unit 2, St Georges Day Centre
St Georges Road
Dagenham RM9 5AJ

Tel: 020 8227 5493

Brentwood CLDT
Long Term Management Team
Coptfold House
2 New Road
Brentwood CM14 4BU

Tel: 01277 239 138

Havering CLDT
The Hermitage
Billet Lane
Hornchurch

Tel: 01708 433446

Waltham Forest CLDT
30 Coleridge Road
Walthamstow E17 6QU

Tel: 020 8521 0337

contact information

Community Mental Health Teams

Barking and Dagenham CMHT

Hedgecock Centre
Upney Lane
Barking IG11 9LX

Tel: 0844 600 1019 (Barking)
Tel: 0844 600 1021 (Dagenham)

Upminster CMHT

Oasis House
28-30 Gubbins Lane
Harold Wood
Romford RM3 0QA

Tel: 0844 600 1093

Brentwood CMHT

Lime Grove House
Highwood Hospital
Ongar Road
Brentwood CM15 9DY

Tel: 01277 302219/20

Waltham Forest CMHT

South Forest Centre
21 Thorne Close
Leytonstone
E11 4HU

Tel: 0844 600 1268

Havering CMHT

21 Broadway
Rainham RM13 9HB

Tel: 0844 600 1086

Romford CMHT

Victoria Centre
Pettits Lane
Romford RM1 4HL

Tel: 0844 600 1083

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