



**We'll look after you**

**Statement Of Purpose  
Domiciliary Care Wales**

Allied Healthcare Group, Name


Address 1


Address 2

Address 3

Address 4

Address 5

 XXXXXX XXXXXXXX

 XXXXX XXXXXXXX

 [branch@alliedhealthcare.com](mailto:branch@alliedhealthcare.com)

**October 2008**

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## **Purpose of this Document**

This document summarises basic information about Allied Healthcare Group for our service users or people who are considering using our service. It includes key information required by the Domiciliary Care Agencies (Wales) Regulations 2004.

### **At Allied Healthcare, our most important resource is our people**

- Our success comes from our people.
- Our people are dedicated healthcare professionals who will deliver a superior service to meet your individual needs.
- Our strength is the standard of care our people provide.
- Our service is our commitment to provide effective solutions to meet your specific and intended needs.

## **Our Aims and Objectives**

### **Allied Healthcare's aims and objectives and forward planning ensure that our clients can be assured at all times of:**

- A partnership approach to staffing provision; Offering tailor made innovative solutions to all your contractual needs.
- Support and involvement in the formulation of decisions influencing your care provision.
- Principled recruitment programmes providing you with the reassurance that all carers meet the national quality standards in-line with Care and Social Services Inspectorate Wales.
- Respect, dignity and confidentiality; Ensuring privacy at all times.
- Efficiency of care delivered within your budgetary constraints.
- Further reassurances that all staff are screened & trained to Allied Healthcares highest standards and once recruited are performance measured and supported in their continuous professional development
- Care coordination and close communication over & above industry standards; delivering a service that provides care reports to monitor progress at every stage of the care process.
- Information systems that provide a national network of communication; Offering convenient, efficient referral facilities and ensuring accuracy, consistency and a fast response to all administration requirements.
- Our ability to successfully implement our acquisition and integration strategies

Central to these is our belief that the rights of service users are paramount.

## **About Allied Healthcare Group**

### **The Responsible Individual**

The Responsible Individual for Allied Healthcare registered with the Care and Social Services Inspectorate Wales

Marie Moody  
Head of Quality  
Allied Healthcare  
Stone Business Park  
Brooms Road  
Stone  
ST15 0TL  
☎ 01785 810600  
☎ 01785 818200  
✉ mariemoody@alliedhealthcare.com

From our head office at Stone full training and operational support is provided to all our healthcare professionals in the field. These include Branch Managers/Superintendents, branch and agency workers.

### **The Registered Manager**

Each branch of Allied Healthcare has its own Registered Manager carefully recruited with the relevant skills, competence and expertise required to enable us to provide a superior support service to those within the local healthcare and social care community.

#### **Registered Manager**

[Insert Name]

[Insert address]

[Insert telephone no]

[Insert fax no]

[Insert e-mail details]

[Insert qualifications]

[Insert experience].

[Insert relevant qualifications/experience for each member of staff here]

## **The Service We Provide**

Each branch is individual in the range of services it provides, which is tailor-made to suit the needs of the local community.

The branch covers the following geographical area listed in the box below:

Allied Healthcare Group is registered with the Care and Social Services Inspectorate Wales (CSSIW)

### **Our success is reflected in the breadth and depth of the service we provide.**

We understand the needs of individuals and deliver a service to a wide range of people who need care and support whilst living in their own home. This care and support extends to the following groups of individuals listed in the box below:

The care packages we deliver to the individual and may include:

*Delete any of the following that do not apply to your branch and then delete this text*

- ✓ Nursing Services (dependent on the level of care and risk a qualified nurse can be provided)
- ✓ Personal Care Service
- ✓ High Dependency Service
- ✓ Relief/Respite holiday
- ✓ Emergency Service
- ✓ Day/Night Sitting service
- ✓ Collecting Pensions
- ✓ Assistance with getting up
- ✓ Assistance with going to bed
- ✓ Bathing service
- ✓ Laundry service
- ✓ Community service
- ✓ Providing an Escort
- ✓ Preparation of Meals
- ✓ Shopping Service
- ✓ Toileting

All of these services can be provided on a flexible basis up to 24 hours a day if required.

We can often arrange for other services you may require that you do not find listed above. If at any time you feel that you require a change in your care package, inform your care worker and they will inform the Branch Manager who will take the necessary steps to review your programme of care.

The Branch Manager or a nominated deputy will visit every Service User in order to assess the care needs. The plan will be formulated in consultation with the client. Normally this will be done prior to starting your care unless in extenuating and emergency circumstances where the service has to start prior to the consultation.

Your local Social Services department contact details are as follows:

## **Training**

All of our domiciliary workers attend an induction programme, which includes the following topics: personal care and basic skills, core values, code of personal conduct, terms and conditions of employment, disciplinary and grievance procedures, health and safety, manual handling, infection control, fire procedures, prevention of abuse, whistle blowing anti discriminatory practice, cultural awareness, confidentiality and quality assurance.

We also provide mandatory training and any specialist training requirements that are identified.

Newly appointed care or support workers who do not already hold a relevant care qualification are registered for the NVQ 2 in (care) award.

## **Complaints Procedure**

### **Principles**

Allied Healthcare Group will endeavour to provide the highest standards of service possible in order to meet service users' present and future requirements. For this reason, we welcome your comments, compliments or complaints so that we can correct any shortcomings if they arise. We will:

- Endeavour to provide an immediate resolution for minor complaints or incidents, and where possible a course of action within 24 hours
- Acknowledge all written complaints within 3 working days
- Investigate all written complaints and report on the outcomes to the complainant within 15 working days (except where the nature of the complaint is such that an investigation would take longer)
- Agree in conjunction with the complainant the course of action to remedy any complaint.
- Keep a full written record of the nature and details of each complaint received, and the action taken to resolve it.

In the unlikely event you find cause for complaint with our service or with a member of our staff the following procedure should be followed, in order for us to deal with your grievance quickly and effectively.

### **How To Complain:**

- If your complaint is of a minor nature and you feel it can be resolved by talking to someone please telephone the local branch.
- If your complaint is of a more serious nature about the way you have been treated or with any aspect of our service, or you are unhappy with the conduct of a particular health care worker please put your complaint in writing to the Branch Manager at the address on the front cover.

### **How your complaint will be dealt with:**

- On receiving the complaint, we will log all details of the complaint in the branch office Complaints File and a record will be placed on the service user and agency health care worker file. Full details of investigation, the outcome and action taken will also be fully recorded.
- We will carry out a full investigation that may include us contacting you and any other persons who may be involved for further details.
- We will keep you informed of the details of our findings, the actions we have taken and proposals to resolve your complaint.
- In the event that any specific allegations of abuse being made the CSSIW will be informed.

In the event that a complaint of misconduct is made against a Registered Nurse, we will report this to the Professional Conduct Office of the Nursing and Midwifery Council and the CSSIW .The nurse will be kept fully informed of the complaint at all stages.

During the course of the investigation, the healthcare worker you have made a complaint against will not be assigned any further work with you, and depending on the severity of the complaint may be suspended during the period of investigation.

If you are dissatisfied with the outcome provided by the Branch Manager, you may complain directly to:

Head of Quality  
Allied Healthcare Group  
Stone Business Park  
Brooms Road  
Stone  
Staffordshire ST15 0TL  
 01785 810600  
 01785 818200  
 mariemoody@alliedhealthcare.com

### **Complaining to the Care and Social Services Inspectorate of Wales**

If you wish to make your complaint directly to the Care and Social Services Inspectorate Wales please contact


If you do not wish to make your complaint yourself, you may ask a friend or relative to make the complaint on your behalf.

Allied Healthcare Group Limited will supply to the CSSIW an annual statement containing a summary of the complaints made during the preceding 12 months and the action taken in response.

*Please remember it is your right to complain if you wish. It will not in any way endanger or jeopardise the service you are receiving from us.*

## **Insurance Cover**

Anyone working for and or on behalf of Allied Healthcare Group has indemnity cover under the following policies.

Employers Liability to £10 Million  
Public Liability to £10 Million  
Medical Malpractice £10 Million on aggregate

Our certificate of Employers Liability Insurance is displayed in all our locations.

**English**

This information can be provided in other languages and formats upon request such as large print, braille or audio cassette. Please contact your branch for further details.

**Italian**

A richiesta, le presenti informazioni possono essere fornite anche in altre lingue e altri formati, come stampa di grandi dimensioni, formato braille o audiocassetta. Per ulteriori informazioni, contattare la propria filiale.

**Arabic**

يمكن حسب الطلب توفير هذه المعلومات بلغات وتنسيقات أخرى مثل الخط الكبير أو لغة برايل أو شريط كاسيت. الرجاء الاتصال بفرعك لمزيد من التفاصيل.

**Chinese**

如果有诸如大型印刷、盲文或者盒式录音磁带之类的需求，本信息还能以其他语言或格式提供。欲知更多详细信息，请联系您当地的分支机构。

**French**

Ces informations sont disponibles en d'autres langues et d'autres formats sur simple demande : gros caractères, Braille ou cassette audio. Veuillez contacter votre agence pour plus de renseignements.

**German**

Diese Informationen sind auf Wunsch auch in anderen Sprachen und Formaten verfügbar, z. B. in Großdruck, Blindenschrift und auf Audiokassette. Weitere Details erhalten Sie von unserer Zweigstelle.

**Herbrew**

ניתן לקבל מידע זה לפי דרישה בשפות ובתבניות נוספות, כגון בכתב מוגדל, בכתב ברייל או בקלטת שמע. לפרטים נוספים אנא צור קשר עם הסניף שלך.

**Japanese**

この情報は、ご要望に応じて大きな活字、点字、オーディオカセットなど他の言語や形式で提供することができます。詳細はお近くの支店にお問い合わせください。

**Polish**

Niniejsze informacje są na życzenie udostępniane w innych wersjach językowych i formatach, tj. w wersji z dużym drukiem, w formie zapisu Braillem lub nagrania na taśmie audio. Więcej informacji na ten temat można uzyskać w najbliższym oddziale.

**Portuguese**

Esta informação pode ser prestada noutros idiomas e formatos, tais como impressão em letras grandes, braille ou cassete áudio, mediante solicitação. Para mais informações, contacte a sua sucursal.

**Russian****Spanish**

Esta información está disponible en otros idiomas y formatos bajo petición, por ejemplo en mayúsculas, braille o cinta de audio. Póngase en contacto con su sucursal para más información.

### **Urdu**

ی معلومات فرمائش کی جان پر دیگر زبانوں اور ب پرن،  
بریل یا آیو کیسی جیسی صورتوں می فرا م کی جا سکتی ی  
مزید تفصیلات کے لئے برا کرم اپن برانچ س رابطہ کری

### **Welsh**

Gellir darparu'r wybodaeth hon mewn ieithoedd a fformatau eraill os gofynnir am hynny, fel print bras, braille neu dâp sain. Cysylltwch â'ch cangen am fanylion pellach.

### **Greek**

Αυτές οι πληροφορίες, αν ζητηθεί, παρέχονται και σε άλλες γλώσσες και μορφές, όπως παραδείγματος χάριν, σε μεγάλη εκτύπωση, σε μπρέιλ ή σε κασέτιτα. Παρακαλώ επικοινωνήστε με το υποκατάστημά σας για περισσότερες λεπτομέρειες.