



Statement of Purpose

as a

Domiciliary Care Agency

Mid Wales

**December 2012
(Updated October 2015)**

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This Statement of Purpose has been prepared within the terms of the Domiciliary Care Agencies (Wales) Regulations 2004 – Regulation 4, and will be reviewed at intervals not exceeding 12 months.



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Siobhan Carey

Regional Director

Updated June 2015

1) **The Agency**

Domiciliary Care Agencies (Wales) Regulations 2004 – Regulation 3

Cartrefi Cymru Cyf is a not-for-profit, voluntary organisation, registered with the Charities Commission (Registered Charity number 702290), and with Companies House as a charitable company (Registered Company number 2420623)

2) **Cartrefi Cymru's Vision**

Cartrefi Cymru's vision is to contribute to the creation of a society in which all people enjoy full rights and responsibilities as citizens.

3) **Cartrefi Cymru's Mission**

Cartrefi Cymru exists in order to enable people with social care and housing related support needs to live fulfilled lives as citizens and community members.

4) **Cartrefi Cymru's Objectives**

We seek to realise our vision and achieve our mission by delivering affordable quality services with real-life outcomes.

Real-life outcomes mean positive things that make a difference to peoples' lives. Things like respect, security, friends, good health, skills, personal autonomy, and self-esteem.

We will all do everything we can to ensure that the people we support are:

- **Respected**
- **Safeguarded**
- **Enabled**
 - We will **respect** people as individuals with the same rights and responsibilities as any other citizen.
 - We will **safeguard** people from abuse and neglect - and from unnecessary restrictions on their freedom, happiness and capacity to achieve.
 - We will **enable** people to have as much control over their life as they want and can manage.

In particular, we will **respect, safeguard** and **enable** people so that they are as active and in control as possible.

5) The Services Provided

Domiciliary Care Agencies (Wales) Regulations 2004 – Regulation 4

- a. Within the terms of our registration as a domiciliary care agency, Cartrefi Cymru provides personal care and support services in their own homes or in their carer's home for :

- older people
- elderly mentally infirm people
- people with physical disabilities
- people with sensory loss, including dual sensory impairment
- people with mental health issues
- people with learning disabilities
- personal or family carers

Our registration as a Domiciliary Care Agency with the Care and Social Services Inspectorate Wales is W020000301/1

- b. The extent of this support may range from sessional input for only a few hours, to 24-hour support including a sleep-over service.

6) The Geographical Area

- a. The area across which the services operate is

- **Mid and east Wales**

7) Organisation and Management Structure

Domiciliary Care Agencies (Wales) Regulations 2004 – Regulation 8 - 10

a. Registered Agency and The Responsible Individual

The Responsible Individual for services in the region line-manages the Registered Managers, and is empowered to make budget decisions and allocate resources on behalf of the Registered Provider. The Responsible Individual for services in this Region is the Regional Director:

**Siobhan Carey
Regional Director (Mid)
Cartrefi Cymru
Unit 27
Ddole Enterprise Park
Ddole Road
Llandrindod Wells
Powys
LD1 6DF**

**Telephone 01597 825566
Fax 01597 825098
Email: siobhan.carey@cartrefi.org**

b. Registered Manager

Cartrefi Cymru's Area Managers are the Registered Managers (applications pending) for domiciliary services. They are based in local area offices and have responsibility for the day-to-day management of the services. Their names and contact numbers are:

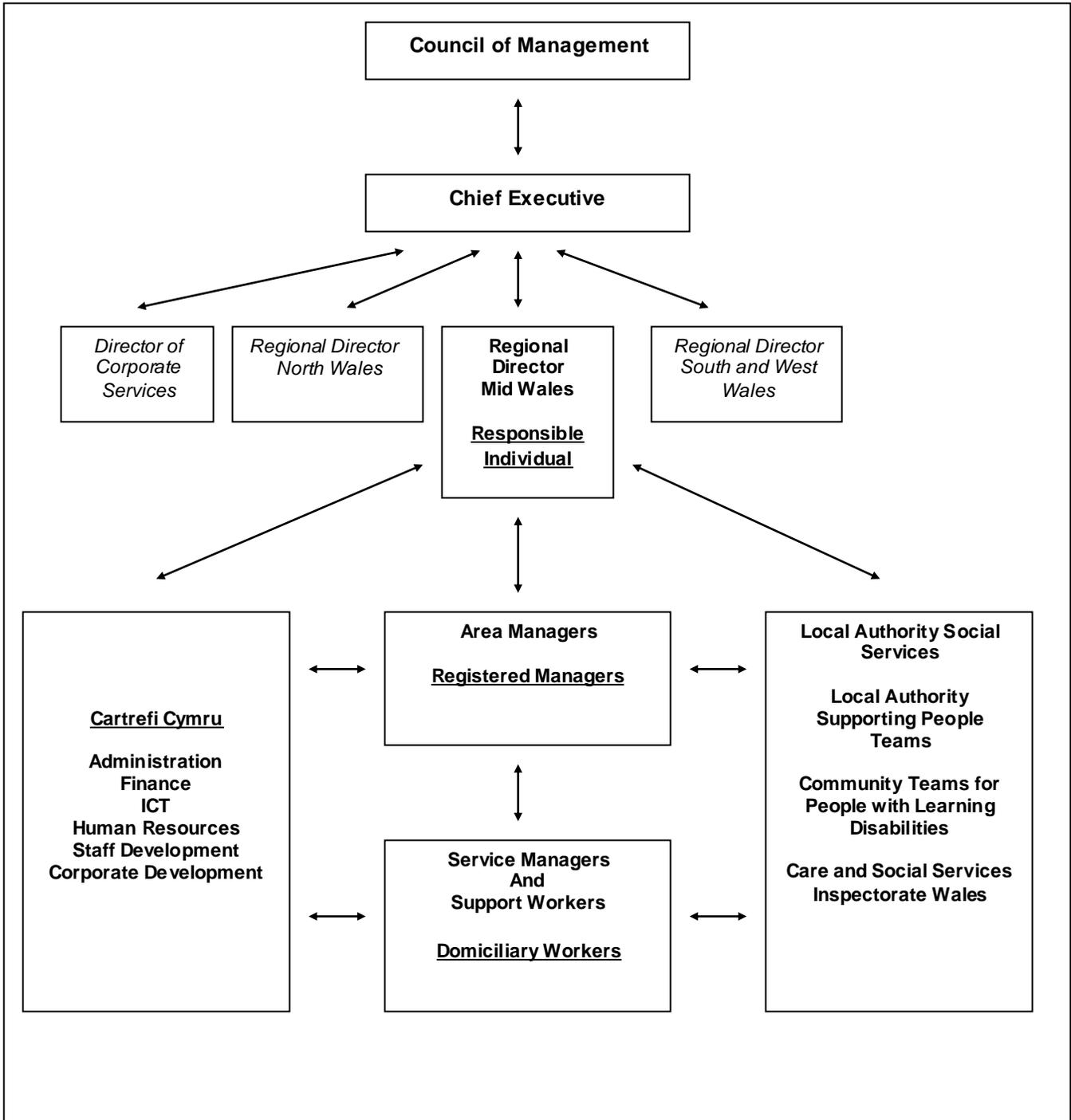
Lyndsey Jones	North and Mid Powys	01686 611002
Nicola Phillips	South Powys and Sessional Support	01874 614118
Michelle Burns	Pontypool	01495 751818

c. Head Office

The Head Office of Cartrefi Cymru is:

5 Coopers Yard	Telephone	029 20642270
Curran Road		
Cardiff		
CF10 5NB		

d. The organisational structure of the company is indicated in the chart below:



8) Staff Qualifications and Training

Domiciliary Care Agencies (Wales) Regulations 2004 – Regulation 11(4)
Domiciliary Care Agencies (Wales) Regulations 2004 – Regulation 14 (7)
Domiciliary Care Agencies (Wales) Regulations 2004 – Regulation 16 (1) (a)

- a. The Registered Managers and the Responsible Individual meet, or are working towards, the qualification and experience required by the Care Council of Wales.
- b. All members of staff are working towards the attainment of the appropriate level of Qualification and Credit Framework in Health and Social Care, as required by the Care Council for Wales, and work within the Council's Code of Practice for Social Care Workers.

9) Discontinuation of Services

- a. Under normal circumstances the service-user is asked to give twelve weeks (or other mutually agreed period) written notice to end the support agreement with the company.
- b. The company may end the support agreement with the service-user by giving 12 week's notice (or other mutually agreed period). The circumstances in which we may give notice include:-
 - it is mutually agreed that it is no longer appropriate for the service-user to receive the support
 - following a review of the support plan it is agreed that it is no longer appropriate for the service-user to receive support
 - the service-user repeatedly refuses to accept the support offered by the company's staff
 - the service-user has failed to pay the support charge.
 - the Local Authority decides that another organisation should provide this support.
 - the Local Authority decides that we should no longer provide support.
 - the service-user's tenancy has been brought to an end by the court
 - the service-user serves the company or the landlord notice of intention to end tenancy
- c. The company reserves the right to terminate the support agreement immediately if the service-user presents a serious risk to employees of the company because of threatening or violent behaviour or harassment

10) Cancellation of services

- a. In the majority of cases support is provided to service-users under the terms of a contract and/or service specification with the local authority. Cancellation of service in these cases must first be agreed with the local authority, and is unlikely to occur apart from a discontinuation of service as outlined in the preceding Section 9.
- b. In other sessional support services the company will seek at all times to prevent cancellation of the service, and will not do so without giving the service-user the maximum amount of notice. The company will also seek to find a reasonable temporary alternative to the support.

11) Charges

Domiciliary Care Agencies (Wales) Regulations 2004 – Regulation 5

- a. For most services the company is contracted by the local authority to provide domiciliary care and support services. The cost of this service is met predominantly by the local authority under the terms of the contract.
- b. In circumstances where service-users contract the company to provide support, the terms and conditions are outlined in a Support Contract.
- c. Details of charges and arrangements for payment are contained in the Service Users' Guide.
- d. In circumstances where staff are required to use their vehicles to provide transport for a service user, the service user will be invoiced at £0.45 per mile, and this will be used to reimburse the staff member.

12) Arrangements During Staff Absences

- a. Guidance for all staff on timekeeping, how to apply for various forms of leave, and how to give notification of absence is contained in the Attendance Policy. There is a copy in all offices and at each supported tenancy or care home.
- b. The Service Managers have delegated responsibility for notifying service users of staff absence, and for making alternative support arrangements.
- c. There is also a general on-call system throughout the region, and a company-wide Senior Manager on-call arrangement, to respond to emergencies.
- d. In some emergencies Cartrefi Cymru uses reputable employment agencies that specialise in social care. These agencies are registered with the company's HR department and are required to confirm that all staff provided by them have been checked through the Disclosure & Barring Service, have satisfactory employment references, and have been appropriately trained.

13) **Time Sheets**

- a. Support Workers are required to complete a timesheet each week, indicating the exact time during which the service was delivered.
- b. Timesheets must be signed by the service-user, or by the Service Manager. In 24-hour services the Service Manager takes responsibility for delivering timesheets to the Area Office. In sessional-support services the Support Worker takes responsibility to submit a timesheet to the Area Office within three days of the week to which it relates.

14) **Complaints and Concerns Procedure**

Domiciliary Care Agencies (Wales) Regulations 2004 – Regulation 21

- a. Cartrefi Cymru has a comprehensive policy and procedure for responding to complaints about the quality of service raised by service-users and/or their representatives. This policy was comprehensively revised in 2008. The complete text of the policy and procedure is available in all 24-hour services or can be obtained from the local Area Offices.
- b. The main points of the complaints and concerns policy and procedures are:
 - Service-users should be valued as full citizens with rights and responsibilities
 - Service-users and/or their representatives have the right to make a complaint if the quality of service is unsatisfactory.
 - Complaints must be dealt with in an efficient, confidential, and respectful way, and the complainant must be made aware of the key stages as the investigation proceeds.
 - Under normal circumstances the person making a complaint should be informed of the outcome of the investigation within 14 days.
 - The company keeps a written record of all complaints against the quality of service.
 - A report of formal complaints is referred to the Council of Management every quarter, and to the Care & Social Services Inspectorate for Wales as requested.
- c. Service-users and/or their representatives can obtain further advice in relation to complaints from the **Public Service Ombudsman for Wales**, or the **Care and Social Services Inspectorate Wales**. The addresses of these organisations are given in Section 22 of this Statement of Purpose.

15) Procedures to Safeguard Service Users

Domiciliary Care Agencies (Wales) Regulations 2004 – Regulation 13

Domiciliary Care Agencies (Wales) Regulations 2004 – Regulation 14

- a. Cartrefi Cymru has a range of policies and procedures in place to ensure the health, safety, security, and well-being of service-users. These include:
 - Safeguarding Adults from Abuse (POVA)
 - Whistleblowing Policy
 - Consent to Treatment
 - Missing Persons Policy
 - Personal Care Policy
 - Risk-taking Policy
 - Sexuality and Personal Relationships
 - Supporting People with Challenging Behaviour
 - Prevention of Violence and Aggression
 - Physical Intervention
 - Confidentiality
 - Lone Working
- b. All services work within the local authority and police policy and procedures for the protection of vulnerable adults from abuse.

16) Procedures to Safeguard Service Users' Property

Domiciliary Care Agencies (Wales) Regulations 2004 – Regulation 14

- a. Cartrefi Cymru has a Service User's Finance Policy and Procedural Guidance which was last reviewed in January 2011.
- b. The policy addresses every aspect of supporting service-users to manage their finances, including risk assessments, Support Plans, day-to-day management, claiming benefits, missing property, and appropriate recording.
- c. The complete text of these policies is available in all 24-hour services or can be obtained from the local Area Office. All new employees are briefed on these policies as part of their induction.

17) The Administration of Medication

Domiciliary Care Agencies (Wales) Regulations 2004 – Regulation 14

- a. In January 2007 the Council of Management approved a **Code of Practice for Staff Involved in the Ordering, Storage, and Administration of Medication in Supported Housing**. The Code of Practice addresses the following areas:
 - Legal classification of medication

- Ordering and collecting prescribed medication
 - Storage of medication
 - Administration of medication
 - Recording and checking of medication
 - Procedure when a tenant refuses to take medication
 - Storage and administration of medication for tenants away from home
 - Drugs that have passed expiry date or are no longer required
- a. This code of practice is reviewed regularly to reflect changing circumstances and professional practice. The complete text of the code of practice is available in all 24-hour services or can be obtained from the local Area Office.
- b. Individualised details of medication procedures are recorded in service-users' Support Plans.
- c. All new employees are briefed on these policies within their induction.

18) The Health and Safety of Domiciliary Workers

Domiciliary Care Agencies (Wales) Regulations 2004 – Regulation 14

- a. Cartrefi Cymru has a Health and Safety policy which takes into account all the statutory requirements under the Health and Safety at Work legislation. This policy is reviewed annually.
- b. All new staff receive written guidance concerning the organisation's reporting procedures.
- c. All staff have training in their induction period to enable them to identify and assess potential risks, and to report them to the relevant line-manager.
- d. Comprehensive risk assessments are in place in each service, and are reviewed regularly.
- e. Each service user has an Individual Support Plan which addresses relevant procedures based on an individualised risk assessment.
- f. All Support Workers are trained in the theory of manual handling, and receive practical training and assessment in relation to specific service-users' needs.
- g. The company's Health and Safety Handbook contains a comprehensive range of relevant policies, procedures, and Safe Working Guidance.
- h. The complete Health and Safety Handbook is available in all 24-hour services or can be obtained from the local Area Office.

19) Notice of Absence

Domiciliary Care Agencies (Wales) Regulations 2004 – Regulation 27

- a. The Regional Director or the relevant Area Manager will inform the Care and Social Services Inspectorate Wales of the absence and return of the Registered Manager of the service if that absence is likely to be for a continuous period of 28 days or more.
- b. This information will also be provided to the Support Workers in the relevant services, and to the service-users.

20) Consultation with Service Users

Domiciliary Care Agencies (Wales) Regulations 2004 – Regulations 6 (1), 14 (1), 23

- a. Cartrefi Cymru seeks to support service-users to exercise the maximum choice, control, and autonomy in their lives. A number of policies and procedures are in place to encourage and support service-users' choice. These include
 - Access to Services
 - Participation Policy
 - Consent to Treatment
 - Personal Care
 - Risk Taking
- b. The Recruitment Policy makes provision for the participation of service-users at appropriate levels within the process of recruiting and selecting staff.
- c. There is a Participation and Quality Development Officer within the region whose role is to encourage and promote service-user participation in all aspects of their lives as well as within the company's management and consultative processes.
- d. The principle of consultation and participation is also promoted through the Service Users Guide, a copy of which is issued to all service-users.
- e. Service-users are supported to participate to the maximum degree possible in the development of their Support Plans, and to be consulted about any changes in relation to the provision of support.
- f. Cartrefi Cymru has a Charter of Involvement for service-users which includes provision of a National Representative Group of service-users.

The above mentioned policies and documents are available in all 24-hour services or can be obtained from the local Area Office.

21) Quality Evaluation and Monitoring

Domiciliary Care Agencies (Wales) Regulations 2004 – Regulation 23

- a. To make sure that Cartrefi Cymru is providing a good service, which complies with best practice and with the relevant regulations and standards, the company operates a process of Quality Evaluation.
- b. This takes the form of an annual evaluation of the service. This is undertaken by a team made up of service users, the Regional Director and Area Managers. The service-users and all the other people involved in their lives are included in the evaluation process and contribute to it through questionnaires and interviews. Copies of the Quality Evaluation Summary Reports are available at the local Area Offices.
- c. The Registered Manager undertakes a monitoring visit to all 24-hour services at least once every 3 months.

22) Some useful addresses

Care Council for Wales

South Gate House
Wood Street
Cardiff
CF10 1EW

Telephone 0300 30 33 444

Email info@ccwales.org.uk

Web www.ccwales.org.uk

Care and Social Services Inspectorate Wales

Government Buildings
Picton Terrace
Carmarthen
SA31 3BT

Telephone: 0300 7900 126

Fax: 0872 437 7303

E-mail: cssiw.southwest@wales.gsi.gov.uk Web www.cssiw.gov.wales

Care and Social Services Inspectorate Wales

Welsh Government Office
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ

Telephone: 0300 790 0126

E-mail: cssiw@wales.gsi.gov.uk Web www.cssiw.gov.wales

Citizens Advice Cymru

(for general advice)

4th Floor
Trafalgar House
5 Fitzalan Place
Cardiff
CF24 0ED

Telephone 03444 77 20 20

TextRelay 03444 111 445

Website www.citizensadvice.org.uk

Public Services Ombudsman For Wales

*(to complain about a service
provided by a public body)*

1 Ffordd yr Hen Gae,
Pencoed,
CF35 5LJ

Telephone 0300 790 0203
Fax 01656 641 199

Website www.ombudsman-wales.org.uk

Equality and Human Rights Commission

Block 1
Spur D
Government Buildings
St Agnes Road
Gabalfa
Cardiff
CF14 4YJ

Telephone 029 20 447710
Text-phone 029 20 447713
Fax 029 20 44712
Email wales@equalityhumanrights.com

Disability Wales

Bridge House
Caerphilly Business Park
Van Road
Caerphilly
CF83 3GW

Telephone 029 20 887325
Fax 029 20 888702
Email info@disabilitywales.org Web www.disabilitywales.org