

**Statement of Purpose**

**For**

**Blackpool Home Care Services**  
**(BHCS)**

Grosvenor House  
Grosvenor Street  
Blackpool  
Lancashire  
FY1 3EX

Tel/Fax: 01253 290 640  
Mobile: 07956637091  
[Helensteiv@aol.com](mailto:Helensteiv@aol.com)

**Legal Status**

**Blackpool Home Care Services Services is a sole trader operation owned by Helen Steivel**

**Name of Organization: Blackpool Home Care Services**

**Trading as: Private Senior Carer Assistant**

**Address: 43 Grosvenor Street  
Blackpool  
Lancashire  
FY1 3EX**

**Telephone Number: 01253 290 640**

**Mobile: 07956 637 091**

**E-mail: [Helensteiv@aol.com](mailto:Helensteiv@aol.com)**

**Organisation Status: Sole Trader**

**Responsible Person name: Helen Steivel**

**Qualification: NVQ Level 2 in Health & Social Care  
Full Apprenticeship in Health and Social Care  
Diploma Level 3 in Health and Social Care (QCF)**

**Registered Name: Helen Steivel**

**Local Authority: Blackpool Borough Council  
Lancashire County Council  
Tel 01253 477 477**

**Industry Regulator Name: Care Quality Commission CQC  
Citygate  
Gallowgate  
Newcastle Upon Tyne  
NE1 4PA  
Tel: 03000 616 161**

**Geographical Area           Blackpool Home Care Services provides  
Services in the following areas: Blackpool, Bispham,  
Cleveleys & Fylde**

**Regulation of Care Services: Blackpool Home Care Services Services is regulated by the  
North West Personal Assistant register**

## **Aims and Objectives**

**BHCS aims to provide an exemplary service endeavoring to get right the first time and meeting or exceeding expectation.**

**Key objectives are:**

**To deliver a Person Centered approach and outcome based service.**

**To promote and develop domiciliary care, personal care services to enable individuals to live in their own homes with support, wherever feasible and preferable, and maintain independence for as long as possible.**

**To make proper assessment of need, to exercise good care management and to promote a high quality of care service.**

**To ensure that BHCS gives supports to care workers to promote lifelong learning and development.**

## **Code of Values**

**To achieve the highest possible standards of excellence regarding the care of service Users.**

**Make sure that every carer genuinely care about others.**

**Make sure Service Users receive every assistance necessary, securely and as comfortable as possible and their dignity recognized and respected at all times.**

**Integrity Honesty are vital ingredients of everything we say and do.**

**Everybody associated with BHCS should be treated in a fair friendly and firm way without any discrimination of colour, gender, beliefs etc as per the discrimination act by the CQC values.**

## **Principles of Home Care**

**Service users have the right to expect:**

**To receive care appropriate to their needs in a friendly, appropriate and respectful manner.**

**To be treated as an individual to make their own decisions on matters which affect them and participate as fully as possible in drawing a care plan, reviews and modifications.**

**To remain in their own home if that is their wish.**

**To have the right to say who will or not enter in their home.**

**To have privacy for their belongings and their affairs.**

**To be listened to at all time and have their thoughts, opinions and attitudes respected and considered.**

**To have their values, beliefs and chosen lifestyles respected at all time.**

**To have their personal dignity respected at all times irrespective of any physical or mental disability.**

**To be encouraged to be as independent as possible.**

**Not to be discriminated against for any reasons such as race, age, colour religion, sexual orientation, physical and financial circumstances and to have all such needs respected and accepted.**

**To have access to friend and or any person they choose or need to contact and be assisted to achieve their goals.**

**To recognize and fully understand the needs and rights of their friends and relatives caring for someone else and help them; and them decide how they can best met.**

**To have access to their personal files and information about them.**

**To have access to a formal complaints process and to be represented by a relative/friend/advisor.**

**To have access to an interpreter or interpreting service if required.**

## **How are services arranged?**

**When we receive a referral or a request to provide services from either an individual or an organization, we record all details and arrange a visit. The first visit is to meet with the service user and found out what help they may need. Then if they are happy for us to support them, we will assess their needs which will involve asking them questions about the kind of help they may need. These details will then be written in a care plan. The care plan will be accessible in the home of the service user by any staff who have the skills and experience to meet their needs. Their carer will be introduce to them and will start to support them at their chosen date.**

**If their regular care worker cannot attend they will be advised in advance where ever that is possible who will be covering temporarily. A full replacement will be discussed when it would be needed and agreed by mutual consent.**

## **Who we provide Services for?**

**Older people with a variety of needs**

**Adults with physical disabilities**

**People with sensory impairments**

**Adults with mental health problems**

## **Where do we provide services?**

**Their own home**

## **Tasks Care workers may perform include:**

**Personal care and hygiene**  
**Assistance to get up and go to bed**  
**Shopping**  
**Help with bathing**  
**Meal preparation**  
**Light domestic cleaning**  
**Companionship**  
**Prompting, assisting with or administering medication**

## **Tasks care worker may not perform include:**

**Cut toe nails**  
**Give injections**  
**Change sterile dressings**  
**Insert or withdraw catheters**  
**Give suppository or enemas**  
**Manage peg feeds**

## **Tasks care workers may perform with service user specific training:**

**Eye and ear drops**  
**Give suppositories or enemas**  
**Manage peg feeds**

## **Possible withdrawal of service**

Very occasionally it become necessary for BHCS to withdraw service from them. Such action would normally only take place because of a serious health and safety risk or their unacceptable behavior or, very exceptionally when the services being provided are insufficient to meet their needs. Persistent non-payment of invoices (if self- funding ) may also incur withdrawal of services. Given the sensitive nature of and care implications surrounding a withdrawal of service, this action will only be taken after full consultation with, and notice to them, their representatives and any relevant professional involved in their care.

## **Comments, compliments and complaints**

Service users should be aware of how to make a complaint and advised what action will be taken in response to individual complaints. Advice for service users detailing this complaint procedure can be found in the BHCS service users guide and carers should feel able to complain and feel confident that their complaint will be dealt in a positive manner. Service users who wish to complain about the service received from BHCS should also follow the steps listed below and if possible discuss the problem with BHCS to resolve the problem quickly to their satisfaction. Complaints can be made in person, in writing or by

telephone and should be addressed to the proprietor of BHCS and North West Personal Assistant Register.

Complaints should be confirmed in writing and logged in a manual held in the office and detail the following information:

Which service the complaint is about

What happened

Where and when it happened

Who was involved

What the service user expectations are

Service users are to receive an acknowledgement within two working days of lodging their complaint. All investigations must be recorded and service users updated regularly as to the progress of the investigation. Any action to be taken should be discussed and agreed with the service user where appropriate. The service should endeavor to resolve all complaints within 28 days.

The service user may wish to ask a friend or relative to write out the complaint which if possible should be signed by the service user. Alternatively, the proprietor can help the service user to put the complaint in writing. She will give a copy to the service user so that it can be agreed that it is an accurate account before it is signed.

If the service user is unhappy about making the complaint and they do know someone who is prepared to advise the service of their complaint, BHCS should find someone from an independent organization to act as an advocate for the service user.

Any service user who is not satisfied with any action taken can also complain to the local authority or industry regulators. Contact details for both should be clearly printed at the front of the service users guide.