

Statement of Purpose

Name and address of agency

Office 1

LeopardGM, 41 Letchford gardens, London NW10 6AD
Tel: 020 89609445

Office 2

LeopardGM, 123 London Road, Headington, Oxfordshire, OX3 9HZ
Tel: 0186 576 3554 / 0186 574 1182

Website www.leopardgm.co.uk Email – contact@leopardgm.co.uk

Registered manager- Mrs. Mary Ampah

Nominated individual- Mr. Edward Kavuma

Purpose of this Document

This document summarises basic information about LeopardGM services in healthcare. LeopardGM aims to provide skilled and experienced health care professionals to short and long term contracts. In this case, LeopardGM ensures that our service users are receiving the highest standard of care that they can expect.

Background

LeopardGM has been providing staff to local hospitals, care homes, nursing homes, day care centres and other private organisations for decades. We are continuously expanding our services to many areas in the UK. We are an accredited member of CHAS, REC, BICSc, ISO 9001 and ISO 14001

Our office is located in the London and Oxford; we have regional managers who will be available to support clients and service users locally.

The office is open Monday to Friday from 9.00am to 5.00pm; our services are 24 hours a day, 7 days a week, and 365 days a year. Our experienced and trained staffs are in our different locations which make it easier for us to meet emergency, short notice calls efficiently and satisfactorily.

Aims and objective

1. To provide services based on individually assessed needs and to ensure that all workers are adequately trained to meet our client's requirements.
2. To provide high quality services to enable and assist service users to retain independence and choice.
3. To provide and maintain services which comply with the national minimum standard.
4. To recognize the role of employees as an integral part of our services and to promote and encourage their contribution.

5. To make sure that the needs of service users are met with regard to any decisions or activities affecting their care.
6. To ensure service users and/or their representatives are regularly consulted about the service we provide.
7. To provide service delivery from locally based offices to facilitate care delivery and supervision.
8. We work with other health providers and agencies for the welfare of clients.

Nature of services provided

LeopardGM offers a wide range of services based upon individual needs and a commitment to supporting people in their own homes.

The range of services includes:

- Domiciliary care
- Personal care
- Nursing care
- Live-in care

All of these services are complementary to each other, or they can be used separately depending upon the individual's needs and preferences. We recruit and provide training for all staff as required. Our services are flexible according to the needs of our clients.

LeopardGM will constantly further develop services provided in line with the changing needs of the communities we serve.

- Older adults (over 65 years of age) - LeopardGM provides qualified and experienced staff within the field of learning disability, physical health, sensory loss, mental health or dementia. The range of care provided includes all aspect of daily support through to full assistance with personal care tasks.
- Younger adults (18-65 years of age) - with a variety of needs relating to physical health or disability, learning disabilities, sensory loss, mental health or dementia. The range of care provided includes all aspect of life and activities of daily living.

Where specialist services are provided (such as medication), LeopardGM is committed to ensuring that the workers are provided with adequate specialist training.

We directly employ staffs ourselves to provide service to our clients; Employees are recruited through vigorous recruitment process which includes:

- Training certificates and other qualifications
- Criminal Record Bureau (CRB) enhanced disclosure checks
- Checks against Safeguarding of Vulnerable Adults (SOVA) register
- At least two references
- Permission to work in the UK

Medication management – All nursing staff responsible for medicine administration will have an up-to-date certificate in the administration and storage of medicines.

4. DELIVERY OF CARE

All clients will be involved in the assessment process to determine client need and what services we can provide. This assessment is usually completed in the client's home; or where necessary it can be carried out also in the hospital prior to discharge.

There are two ways of accessing our services: through Social Services Client or as a private Client.

Social services client: - After the initial referral from the social services, a care manager will visit you to complete an assessment form with care plans. This will be completed and agreed by all parties. Social service will set up a contract between LeopardGM and themselves.

Private clients: -These can access LeopardGM directly on-line, by email, by post, by fax, by telephone or in person. A registered manager or suitably trained member of staff will complete an assessment form and care plans with the client or representative/nominated person.

LeopardGM will also guide the individual about total costing of the care agreed. A contract of care will then be drawn up between LeopardGM and the client.

If service is required at short notice or in a crisis, the service user will receive an initial assessment. Full assessment will be completed as soon as it is known that service will be required long term. In an emergency, if a social services care plan is available this is used in the meantime until our own is completed.

A file of information will be kept at the service user's house which will contain care plans so that the care worker will access the information easily.

Your personal file in the office will include all or some of the following documents:

- Client Guide including a summary of the Statement of Purpose
- Assessment of care needs
- Care plan including moving & handling and any other tasks that will be carried out.
- Risk assessments
- Attendance records
- Financial transaction forms (where relevant)
- Medication records (where relevant)
- Accident report forms
- Terms and conditions of service.

You should be aware that records held by LeopardGM, in relation to services registered with CQC or supplied under contract from Social Services departments, can be subject to examination by authorized representatives of these organizations for the purpose of inspection or contract monitoring visits.

5. THE COMPLAINTS PROCEDURE

LeopardGM believes that if a client wishes to make a complaint or register a concern they should find it easy to do so. It is our policy to welcome both complaints, grievances & compliments and look upon them as an opportunity to learn, adapt, improve and provide better services.

In the first instance contact LeopardGM Manager who will try to resolve any issues you have.

In dealing with complaints we ensure that:

- Clients, Carers, Users and their representatives are aware of how to complain, communicate and that the organisation provides easy to use opportunities for them to register their communications both verbally and in writing.
- Every complaint is acknowledged within 2 working days with details of who is dealing with the complaint included.
- All complaints are investigated within 28 days of being made.
- All complaints are responded to in writing by the organisation within 28 days of being made (even if not yet resolved). Statements from both parties will be collected to help with investigations. Records are maintained of all input and output information for review and further improvement.
- Complaints are dealt with promptly, fairly and sensitively with due regard to the upset and worry that they can cause to both staff and Clients.
- Complaints are reviewed by senior management on completion and the client is contacted so that they understand the process, outcome, and any improvement. Compliments are also reported, shared with staff and subject to review.

If the matter is still not resolved to your satisfaction you can complain to the CQC and/or Social Services (Health & Social Care) who can investigate further on your behalf. However, you can contact them directly at any stage during the process should you wish to do so.

In serious circumstances, staff member will be suspended pending investigations.

6. Quality

LeopardGM ensures the provision of quality service in all aspect of its service provision. LeopardGM particularly wants to define quality in relation to the personal preferences of people who use our services. On individual basis, we are dedicated to deliver services agreed between LeopardGM and clients in their care plans. LeopardGM is committed to providing high standard of services to our clients. We are reliable, dependable, and approachable on a day to day basis.

We intend to provide regular staff that are known to the client/service user, and who understands the needs, culture and other preferences of the individual.

Our senior staff will keep care plans under review on a regular basis as agreed with the service user or whenever needed, but not more than six monthly. LeopardGM conducts surveys from clients to improve care; we will do this by finding out what our clients are unhappy with. At any stage of this process our service users will be given the opportunity at any time to utilise our complaints procedure.

7. QUALIFICATIONS

Our senior management team members have years of experience in the field of recruitment and nursing.

LeopardGM care workers have a wide range of experience and qualifications. All staff undertake as a minimum, our comprehensive induction course, which complies with current standards of care. Additional training is provided to staff as and when required. All staff receives other updates as required via Caxton Health Service.

Our Registered Manager

Mrs. Mary Ampah

Mary has over forty years experience in the general nursing and care of older people in residential and domiciliary care settings.

Additionally, Mary has undertaken training through nationally recognised course providers across a broad spectrum of specialist skilled areas equipping her to properly manage care provision, supervise staff, and provide a personal caring service to our service users/clients.

Qualifications:

BA (Hons) Social Anthropology
Oxford Diploma in Social Studies
RSA in Counselling
State Registered Nurse (SRN)
State Certified Midwife (SCM)
NVQ Level 4 in Management
A1 (Assessor/Trainer)

Experience:

Five years experience as a registered home manager and trainer.