



Statement of Purpose

Service provider	April Complete Care Solutions LTD
Legal entity	April Complete Care Solutions Ltd
Responsible individual	Amelia Ann Jones
Manager of service	Amelia Ann Jones
Name of service	April Complete Care Solutions Ltd
Address of service	14 Hendre Road Pencoed Bridgend CF35 5NW Tel: 01656 863963 Email: info@aprilcare.co.uk

LOCATION OF OUR SERVICES

a) Accommodation based services

Pencoed is a really convenient location close to Junction 35 of the M4 providing very easy access to Cardiff and beyond, with a mainline railway station and park and ride facility giving excellent rail links.

b) Community based services *e.g. domiciliary support services*

April Complete Care Solutions provides support to the following Regional areas

Cardiff and Vale regional partnership board	√
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Western Bay regional partnership board	√
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ABOUT OUR SERVICES

a) Range of needs we can support

April Complete Care Solutions supports Individuals in the following Services:-

- Domiciliary care services (Adults)
- Domestic services and home help
- Short breaks/respice care
- People with dementia
- Physical disabilities
- Sensory impairment
- Illness (including end of life care)
- Adults who are recovering from illness
- Adults with Learning Difficulties (excluding those assessed with specific challenging behavior)
- Children

b) Age range of people using the service 3yrs – 100 yrs.

c) Community based services only	Number of Care Hours delivered	
	0-250	<input type="checkbox"/>
	251-500	<input type="checkbox"/>
	501-750	<input checked="" type="checkbox"/>
	751-1000	<input type="checkbox"/>
	1001-1500	<input type="checkbox"/>
	1501-2000	<input type="checkbox"/>
	2001-3000	<input type="checkbox"/>
3000+	<input type="checkbox"/>	

HOW OUR SERVICES ARE PROVIDED

Our office is open Monday to Friday, 9am to 5pm throughout the year, with the exception of Bank Holidays.

All calls are answered by an experienced member of the office team. We also keep a telephone log with all correspondence received. Employees, individuals and anyone else with whom we are in regular contact is asked how they would prefer us to make that contact. These preferences are recorded and updated as necessary.

With the exception of emergency situations, we never contact employees whilst they are working or at unsociable hours.

During office hours we use a text and email application which allows us to contact people quickly and in large numbers if needed.

Outside office hours we operate an on-call system via a mobile telephone, experienced staff members are able to assist with emergency enquires. Our registered Manager is also available to answer any queries that on call staff may not be able to help with. The registered Manager will also assist and attend a situation if necessary. Our Registered Manager has access to her manager should additional support be required. We also keep an on call telephone log, and an on call file has been devised to ensure that the member of staff is able to access the accurate and appropriate information.

We endeavour to use employees who live locally to service users. There may be some re-scheduling of staff/service users to ensure that staff attend the service users nearest to their home.

April have a contingency plan in place, which allows us to prioritise services delivered during severe weather conditions. It also allows us to identify which staff are able to reach the service users. We Liaise with our service users, families and social services to limit any disruption to the ongoing packages.

During staff absenteeism and sickness, in the event of a member of staff going absent at short notice, the Bookings Co-ordinator or on call person ensures that cover for absent staff is found at the earliest opportunity. Only staff known to a particular Individual shall be sent in place of the absent worker. Contact will also be made with the Individual/Family to inform of any changes to schedules. We also take into account skills/ability.

Our Organisation ensures staff receive statutory sick pay, and are supported appropriately during this time. All our staff complete a return to work form prior to coming back to employment.

The Company can also plan cover provision for staff absences, on the basis of historic patterns and trends identified in absence, The Company will analyse absence patterns and cover demand on an annual basis and make adjustments to the provision as required.

We adopt a person centred/outcome based approach and work with families, carers, advocates and other agencies to support people to achieve their goals, and to maintain their wellbeing. We always start with the person and build the service around their needs, this results in tailored, personal care designed to meet the needs of each individual. Inclusion and participation is important so we involve people in every aspect of their care.

Our Organisations philosophy is to reflect and promote values that focus upon the individual as being at the Centre of Care Service planning and Service delivery. To help achieve this, the Company has drawn upon the fundamental Core Values of Care to develop the following Service Values which will form the basis for considering the provision of an individual Care Service:

- **Autonomy and independence of personal decision-making, including the assumption of risks as well as responsibilities associated with citizenship.**
- **Choice of occupational activities, lifestyle, and the best way to maintain independence, including the opportunity to select independently from a range of options.**
- **Respect for the intrinsic worth, dignity and individuality of the person and his / her racial and ethnic identity and cultural heritage.**
- **Participation and integration in society, and in the development of plans, policies and decisions affecting the individual's life.**
- **Knowledge about conditions and prospects, options and opportunities, and ways of improving the individual's life.**
- **Fulfillment of personal aspirations and abilities in all aspects of daily life, including the chance to develop new skills and knowledge.**
- **Privacy from unnecessary intrusion, and the preservation and safeguarding of confidentiality.**
- **Equality of opportunity and access to services irrespective of age, race or ethnic origin, creed, color, religion, political affiliation, disability or impairments, marital status, parenthood, sexual gender or sexual orientation.**

April will remain responsible for the overall management of the individuals care and to maintain openness, transparency and candour for that care, taking into account.

- **Openness: enabling concerns to be raised and disclosed freely without fear and for questions to be answered.**
- **Transparency: allowing true information about performance and outcomes to be shared with the individual, staff and the public.**
- **Candour: ensuring the patients harmed by healthcare services (and those health tasks delegated) are informed of the fact and that appropriate remedy is offered, whether or not a complaint has been made or a question asked about it.**

Arrangements for admitting, assessing, planning and reviewing people's care

Our Team enables individual's to have a greater awareness of the range of options available to them, so they can make the choice or decision that is uniquely right for them, helping them to feel more empowered.

At assessment of care, we take into account that support must be based around a conversation between the individual, and other relevant individuals, to understand the personal outcomes the individual wants to achieve and how they can be supported to achieve them.

Where a referral has been made, We arrange for a home/hospital visit to assess the individuals requirements, this visit will be carried out by Our Registered Manager or by a Team Leader, We are able to devise a person centred/outcome based Package of Care specific to the individual, consulting with family members/professionals identifying the individuals care needs and provisions.

Once the Initial assessment and risk assessments have been completed, A Service Delivery plan is compiled keeping in line with the service specification, signatories requested and an office and home file is produced. We will incorporate best practise such Asset Based and Co production approach into ways in which we plan and deliver the service

When completing person centred care plans and risk assessments, individuals are encouraged to take an active role in decisions and outcomes that they would like to achieve, they are then regularly reviewed by the Manager and if applicable Social Worker and family to ensure all needs are being met.

Derived from the Care support Plan, our staff have a clear understanding about individuals they work with. This includes their needs, their culture, their means of communication, their family and other professionals' involvement, of which so we can promote and provide person centred care and support.

We carry out the relevant risk assessments pertaining to the individuals environment, wellbeing and Health Care requirements

We take a balanced approach to risk assessments but nonetheless is undertaken in a way that meets or exceeds the requirements of the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1999 and all other appropriate regulatory standards such as those required by the Care Inspectorate Wales and others.

All risk assessment activities undertaken are recorded and stored in accordance with the above.

When required, we incorporate risk assessments undertaken by professionals such as Occupational Therapists and Health professionals into our risk assessment and evaluate and review risk assessments. We ensure that risk assessments relating to Individuals are undertaken at least yearly and sooner should needs change or enablement principles be applied.

Our Organisations risk assessments include the following:-

Risk to self;

Risk to others (including Staff and the wider community);

Risks from others (including Staff and the wider community);

Include control measures to eliminate, minimise or respond to identified risks;

Professional staff ensure that those with dementia or more changing needs are risk assessed as frequently as appropriate so as to ensure they are appropriately safeguarded. Staff attending to Individuals have also received dementia training, some have also completed 6 day dementia training courses. Their valuable knowledge is then passed onto other members of staff.

We carry out regular reviews to ensure that co-production is making a real difference and that the process is following the agreed principles.

We use the review findings to improve ways of applying the principles of co-production, so that continuous learning is taking place, and during reviews and evaluations, work with people who use services and carers, to think about ways of showing the impact that co-production has, as well as the processes that are involved.

Our Organisation always ensures that constructive reviews are carried out. We would invite

personnel relevant to the Individuals care package. We have designed a carbonated review document with 3 copies; one copy is for us to place on file, one for the Individual/family and one for the contracting authority. When completed everyone present is asked to sign.

From the information gathered at the review, we can establish if outcomes are being met, whether plans need to be amended, Our Manager will amend all care plans and risk assessments accordingly. The team will also be informed of changes and informed of any monitoring requirements that needs to take place

In between planned reviews, we gather information through reading daily report records, feedback from staff, family and advocates and spot checks. This will show a day-by-day picture of an individuals care package. An experienced office member audits our daily report records on a weekly basis and is able to pass concerns to our Registered Manager to action. The Registered Manager will then communicate with the Individual or with family members.

We carry out non-scheduled reviews, if we feel there is a change in an Individuals Circumstances, We are able to liaise with the personnel such as family, or professional bodies. Our Registered Manager will reflect any changes in producing new care plans, or risk assessments

Standard of care and support

Our aim at April is to assist Individuals in acquiring the emotional, psychological, social and practical skills needed to enable them to enjoy the quality of life they aspire to.

We aim to promote the wellbeing and fulfilment of Individuals, in a trusting, honest manner

Our **Prevention Agenda** helps Individuals to remain physically, mentally and emotionally healthy as they can possibly be

We encourage our staff to work closely with family members, professional bodies such as Gps, District Nurses, and Occupational Therapist. We also encourage staff to access community facilities where required, to focus on early intervention and preventative services, so that individuals are able to continue living independently for a long as they are safe and able to do so.

We have implemented core principles in relation to the prevention Agenda using the following:-

- **Monitoring and early detection**
- **Early warning**
- **Early reaction**
- **Information gathering**
- **Contingency planning**
- **Close Monitoring and effective communication**
- **Up to date reviewing methods**
- **Close cooperation between all individuals relating to the Individual where support is required.**

Individuals are protected from abuse, neglect and self-harm, and are safeguarded from any form of abuse or exploitation including physical, financial, psychological, sexual abuse, neglect, discriminatory abuse or self-harm or inhuman or degrading treatment through deliberate intent, negligence or ignorance in accordance with our written policies and procedures. Our carers receive training on protection of vulnerable adults/children and prevention of abuse.

Co-production that we work to is: an asset-based approach to public services which enables Individuals/Family members and professionals to share power and work together in equal and reciprocal relationships.

Our Co-production is underpinned by a set of principles:

- **Valuing all participants, and building on strengths**
- **Developing networks of support**
- **Doing what matters for the people involved**
- **Building relationships of trust, sharing power**
- **People can be change makers, and our organization can enable this**

Wellbeing is used to describe feeling comfortable in one's life.

We recognise and understand that it can relate to many aspects of an individual life, such as the:

- **Spiritual - finding meaning and purpose in life (this could be through religious faith, but may be equally as important to a non-religious person)**
- **Emotional - how we feel about ourselves**
- **Cultural - in both senses: our sense of identity and our engagement with arts, sciences, crafts, hobbies, etc.**
- **Religious or philosophical - our faith or other beliefs social - our relationships (including any romantic ones)**
- **Political - peace and stability in our homeland, justice campaigns or simply political opinions sexual - our intimacies physical - leading an active life mental - realising our potential and ability to contribute to society.**

Language and Communication Needs for people using our services

We have a comprehensive Communication Policy and our strategy is to always communicate in a clear, concise manner appropriate to the Service User and ensures that there is full understanding through feedback and evaluation.

Our communications are offered in a variety of mediums suited to or requested by Individuals/family and we use all means open to us for this purpose. Whilst we offer internet based and written exchanges of information and communication we recognise that many of our clients find face-to-face, personal meetings much easier to understand; this can then be backed up with written documents to formalise and evidence exchanges.

We are committed to treating Welsh and English on the basis of equality, so far as we are reasonably able to do so. Our aim is to treat Welsh and English equally in every situation, without exception.

We will ensure that we make constant progress towards achieving this aim, and our Welsh Language Policy sets out our current commitments in relation to using Welsh.

We have at least two members of staff able to speak Welsh, so that we may offer a Welsh language service when possible.

We accept correspondence in Welsh or English and we will give positive consideration to bilingualism when sending and receiving correspondence, based on the nature and purpose of the correspondence. We always reply in Welsh on request and when we are replying to correspondence received in Welsh

We support and facilitate the use of Welsh and English language skills and support staff who want to improve their Welsh language skills.

STAFFING ARRANGEMENTS

Our Organisation has in place a Responsible Individual, who is also our Registered Manager. Qualifications obtained QCF 5 in Leadership for Health & Social Care Services (Adults Management) Wales and Northern Island, Our Team Leader is currently in the process of completing his QCF 5 and has obtained NVQ 2 and NVQ 3 in Health and Social Care

Our Team consists of 1 Registered Nurse, qualified at RGN level.

Our Senior Carer is qualified at QCF 3 level and we have a total of 21 Health Care Assistants

Our Organisation has 14 full time staff and 8 part time staff with staffing hours of 694 hrs per week

4 members of staff have completed their essential skills course

4 members of staff have completed their QCF level 2

1 member of staff is currently in the process of completing QCF level 2

6 members of staff have completed QCF level 3

2 members of staff are awaiting to enrol in QCF level 2

1 member of staff has completed her essential skill and has enrolled in QCF level 2

Where specialist care is required e.g. dementia, palliative care etc. staff have received specialist training and skills to provide this specialist care. When staff have completed specialist training they acquire a certificate and this is kept in their personal file along with all other certificates.

Staff levels

As an innovative Organisation recognising the importance of continuity of care. We are able to deploy regular staff on a shift basis to set areas, between the hours of 06.45hrs and 23.00hrs with additional staff being deployed where care requirements are "peak" e.g., morning and late call times. Not exceeding the commissioned hours. We are able to also deploy staff from other geographical areas to help if needed.

Keeping in with key principles of the Social Services and Wellbeing (Wales) Act,

Specialist staff

Within April Care organisational structure we focus on training that is most suitable to meet the needs of our core client groups; so specialist training has been undertaken in the following areas:

Subject	Number of staff Trained
Stroke Awareness	2
Autism Awareness/support	3
Dementia Awareness	12
Epilepsy Awareness	11
Parkinson	3
Challenging Behaviours/Conflict	3
Child safeguarding/ paediatric emergency	3
Mental Capacity Act/Mental Health Awareness	3

Arrangements for delegated tasks

April's focus is to support integrated care for individuals, particularly frail elderly people or those individuals with complex needs.

We ensure individuals have a voice and control over their care and support. This places a strong focus on maintaining well-being through individualised bespoke responses to a person's needs.

The decision to delegate specialist care tasks/decisions will be undertaken in coproduction with an individual/family members to best meet their needs and will be recorded as part of the integrated assessment, planning and review of the individual's needs.

Integrated assessment, planning and review promotes choice, control, independent living, autonomy and staying safe.

Our Registered Professional/Team Leader will record around the decision to delegate a specific task: i.e.

- An assessment of the individual's capacity to consent to specific tasks being delegated to support their health/wellbeing
- Who will best meet the needs of the individual?
- Consent
- Risk assessment

Our manager will take into account which tasks to delegate,; depending on a number of factors:

- The requirements of the individual and their own choice
- The support workers skills, competence, aptitude and experience
- The nature of the task in the specific circumstances; or
- If there is a need for a change or introduction of assistive technology to help in meeting the need.

When delegating a support worker specified by the individual then a Choice, Control and Assessment will be in place and a Risk Enablement Tool used to highlight risks and to set up an agreed contingency plan.

Supervision arrangements

April Complete Care Solutions are committed to providing formal and regular staff supervision. The Company believes that effective supervision provides the framework for high quality service provision, staff development, education and support.

In adhering to good practice the following principles of supervision are key:

- All staff will have formal supervision
- The best interests of the individual remain paramount within supervision.
- Regular supervision is considered good practice of all staff.
- Supervision is a shared responsibility between the supervisor and the supervisee.
- Supervision is regular and uninterrupted.
- Supervision involves practice development, monitoring and support to underpin the three main objectives of supervision (support, education and improving care).
- Supervision promotes competent, evidence-based practice.
- Supervision promotes anti-discriminatory practices in line with the equal opportunities policy.
- Supervision is seen as complementary to personal development and appraisal and can contribute to identifying training and development needs of individuals.
- All staff attend 3 monthly supervised practice sessions on a 1:1 basis. 2 are office based and 2 is a supervised practice visit at the individual's home.

Supervision has three main objectives:

- **Support**
- **Education**
- **Monitoring standards to improve care.**

Staff training

Every effort possible is made to maintain staff retention, and to prevent high rates of turnover.

Our terms and conditions it employs reflect and meet as a basic requirement all relevant legislation, Working Time Regulations and National Living Wage April 2016.

We have been extremely successful in receiving enquires. We offer excellent rates of pay and incentives. We have an excellent reputation in staff retention and have employed a number of people from Word Of Mouth. We are able to also employ via social media, and have an active website, updated fortnightly.

All Care Workers are interviewed by our Registered Manager. If the applicant is successful, our company requests at least two references, one of which will be the previous employer, prior to commencement of duties; References are then checked for their validity. All new staff members receive a DBS check prior to commencement of their duties. Staff are required to declare any criminal convictions, including spent convictions. Once these have been received the Registered Manager then makes the decision to inform the applicant in writing that they have been successfully chosen. All selection interviews are undertaken at our premises in Pencoed in a room that is secure and private. The manager identifies any training requirements required and the New employee is then booked on training.

Our Company has a Training and Development Policy

We deliver various programmes from Training Needs Analysis and Induction to detailed Skills Development Training for all its employees, including new employees We provide the following training which all staff will undergo:

- **Induction Training (prior to commencement of employment)**
- **Fire Prevention**
- **Food Hygiene**
- **Health & Safety**
- **Moving and Handling**
- **SOVA**
- **Emergency First Aid in the Workplace**
- **Infection Control**
- **Medication**

Where staff will be undertaking to work with children, our staff will undertake the following Child Protection training: Safeguarding Children, any specialist training required

We have a wide range of training and development opportunities available to staff and this is discussed with each individual staff member at their three monthly supervised practice sessions. Any member of staff who expresses an interest in attending a particular training course is given encouragement and assisted with securing a place on the course.

All staff will have completed the section regarding existing skills and current training on their application form.

We ensure staff have attended/received current training on relevant courses and that these skills are updated appropriately.

Staff are asked to complete a feedback questionnaire as to their preferred style of training.

We encourage staff may make an appointment to meet with the Manager to discuss personal career development.

FACILITIES & SERVICES

April is fully committed to compliance with the requirements of the GDPR which came in to place on the 25.05.18. April will therefore follow procedures that aim to ensure that all employees, of the company who have access to any personal data held by or on behalf of the company are fully aware of and abide by their duties and responsibilities under the Act.

April regards the lawful and correct treatment of personal information as very important to its successful operations and to maintaining confidence between the company and those with whom it carries out business. April will ensure that it treats personal information lawfully and correctly.

To this end April fully endorses and adheres to the Principles of Data Protection as set out in the GDPR Act 2018

April will ensure that:

- There is someone with specific responsibility for data protection in the organisation;
- Everyone managing and handling personal information understands that they are contractually responsible for following good data protection practice;
- Everyone managing and handling personal information is appropriately trained to do so;
- Everyone managing and handling personal information is appropriately supervised;
- Anyone wanting to make enquiries about handling personal information, whether a member of staff or a member of the public, knows what to do;
- Queries about handling personal information are promptly and courteously dealt with;
- Methods of handling personal information are regularly assessed and evaluated;
- Performance with handling personal information is regularly assessed and evaluated;
- Data sharing is carried out under a written agreement, setting out the scope and limits of the sharing. Any disclosure of personal data will be in compliance with approved procedures.

All managers and staff within the company will take steps to ensure that personal data is kept secure at all times against unauthorised or unlawful loss or disclosure and in particular will ensure that:

- Paper files and other records or documents containing personal/sensitive data are kept in a secure environment;
- Personal data held on computers and computer systems is protected by the use of secure passwords, which where possible have forced changes periodically;
- Individual passwords should be such that they are not easily compromised.
- Ensure that all of staff who have access to personal data held or processed for or on behalf of the council, are aware of this policy and are fully trained in and are aware of their duties and responsibilities under the Act.
- Meet with people using the service;
- Provide staff training; and
- Meet with staff.

GOVERNANCE & QUALITY MONITORING ARRANGMENTS

Being a small independent care agency we take governance seriously with the Responsible Individual making sure that at all times the service offered remains safe and meeting the needs of both those employed and those who access our services.

We actively act on any areas of non-compliance, making sure that we remain compliant with all requirements and legislations, delivering a service above and beyond the minimum standards set within our area of expertise.

Each week a team is meeting is held with the Responsible Individual, Team Leader and our Booking Co-ordinator in order to ensure the smooth delivery of care. This gives an opportunity to identify any areas of concern in the quality of services provided, then analyse the best way to resolve them. We also hold quarterly staff meetings.

Within our governance structure the key areas of our core business is covered by several matrix overviews; these keep us up to date on the areas of staff training along with both client reviews, staff supervisions, observations and appraisals.

It is the responsibility of the Manager/Responsible Individual to carry out weekly audits.

We encourage a culture of there being an open door policy so that both staff, Individuals and family members can access to openly air views and make suggestions in order to make sure that our services remain at the for front of delivery. Our key aim is to remain person centred in our approach and supportive of all those who come into contact with our organisation that being both staff and Individuals.

We are committed in taking complaints seriously and will respond within a minimum time of 14 days, this will include a full investigation of the issues raised and identify if any third party involvement is required. During this time the Responsible Individual or appropriate team leader will liaise with the individual making the complaint, this will include protection of the individual making the complaint (whistle blower).

As part of our commitment, on an annual basis, we ask our staff and Individuals to complete our quality of services survey, this helps identify areas that those accessing or working for our organisation feel they would like to see improved. We also at each review, staff supervision give an opportunity for persons to share their views on how the service is delivered, this gives us further information to identify if improvements are needed. In all cases we give feedback were appropriate.