

Dedicated to the provision of quality care and support

QUALITY STATEMENT

First Choice Home Care's prime objective is to enhance the quality of life for Service Users who are in need of care due to illness, disability or frailty, in a person-centred way. The care provided is of a high quality, professional, personal and practical care tailored to suit the needs of each individual Service User living in their own home and to assist them to improve their quality of life.

To enable us to provide an excellent service, our Carers spend 5 days on mandatory training which is carried out in-house by our Company Trainer, and they also shadow with a team of Quality Assurance Officers. Once signed off as competent in all areas, only then is the Carer able to carry out care tasks. However, the Carer will be continually mentored until they complete their Continuous Development Plan (CDP) and, thereafter, supported on a regular basis throughout their career.

Our recruitment process is robust, and is tailored to recruiting candidates who have the same values as our Company values, which are:

- **Caring:** *Compassionate support and social care services*
- **Trustworthy:** *Providing professional standards with integrity*
- **Teamwork:** *Working together with dignity & respect*
- **Accountable:** *Professional, honest, trustworthy support and homecare*
- **Listening:** *We listen and respect your needs*
- **Safety:** *Working safely to provide the best care*
- **Effective and Responsive** *Multi-disciplinary working, planning and information sharing, reacting quickly and positively*

Additionally, during the recruitment process, the following is required:

- A minimum of two satisfactory references from two professional referees;
- An enhanced DBS check;
- Proof of eligibility to work in the UK;
- Screening of Identification documents

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total Service User satisfaction and continuous improvement:

- Regular staff meetings and monitoring of Carer and Service User feedback
- A Service User complaints procedure
- Continual training and development for our employees
- Regular audits of our internal processes
- Management reviews of audit results, customer feedback and complaints
- Our internal procedures are reviewed regularly

All employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the Company.

The principles of the services we provide are:

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- To provide reliable professional care to the highest standard
- To tailor individual support packages (including a Support Plan) to the needs of the Service User
- To acknowledge the Service User's privacy, dignity and independence at all times
- To promote the Service User's self-esteem and help them maximise their independence and physical well-being
- To actively involve the Service User and their family and carers in the decision-making processes in order to meet their change in needs
- To ensure the Service User's personal safety, and the safety and security of their property

Occasionally Carers may be asked to undertake tasks that are deemed to be specialist. These tasks may be undertaken following appropriate risk assessments and only after specific training by our In-house Company Trainer who has the relevant qualifications. The Care Worker will also be trained in any particular procedure before undertaking the tasks with the Service User by a qualified trainer with the relevant qualification, e.g. occupational therapist, nurse or any other professional body, who will sign a form to indicate the Carer's competence. These specialist tasks may include:

- Peg Feeding
- Stoma Care
- Mental Health needs
- Learning Disabilities

Also, all Carers receive Dementia care training and become Dementia Friends and Dignity training resulting in becoming Dignity Champions and receive a Dignity Champion Certificate of Commitment.

First Choice Home Care actively encourages Service Users and their representatives to seek advice and information from senior staff members on matters that they genuinely do not understand. We actively encourage our Service Users or their representatives to speak up if they are unhappy with any aspect of the service provided.

In the event of a complaint or concern with the care offered by First Choice Home Care, the complaint or concern should be discussed with the Registered Manager, who is available by appointment.

The Manager will respond to a complaint by a written acknowledgement within 7 days of the complaint being raised. The Manager will advise of the actions that will be taken and the length of an expected outcome. The Manager will maintain regular contact following any complaint that will need more than 7 days to conclude.

Our services are audited and evaluated against National Minimum Standards set by the Care Quality Commission who we are regulated and inspected by; we work in partnership with Norfolk County Council and are accredited by Suffolk County Council.

Records will be kept in a safe and secure location within the branch so that the standards of First Choice Home Care can be evidenced, and which are kept in line with The General Data Protection Regulation 2016/679 (GDPR).
