



Statement of Purpose

Adult and Community Services

Community Support Services

Principles

This statement of purpose sets out our aims and objectives, philosophy of care, and organisation of domiciliary care delivery to people in their home.

Beliefs and core values

Dorset County Council Adult and Community Services will enable people in community settings to:

- Lead as fulfilling and independent lives as possible, by the provision of services within the home.
- Be protected from harm, abuse and exploitation.
- Grow and develop as individuals.
- Contribute to their community as citizens.
- Not be disadvantaged or discriminated against on grounds of gender, ethnic origin, age, disability, religious belief, sexual orientation, social class or cultural background.

Aims and objectives

Aim:

- To deliver a high quality domiciliary service to people in Dorset which respects, promotes and meets wherever possible assessed need.

Objectives:

- Treat staff and those who use our service with dignity, respect and sensitivity.
- Recognise and wherever possible respond to individually assessed needs, giving first priority to those who are at most risk.

This includes:

- Treating every person with dignity, regardless of their circumstances.
- Promoting independence in choice of service delivery and daily activity.



- Enabling individuals with disability or illness to remain at home in a safe and comfortable living environment.
- Providing domiciliary care services which are flexible and responsive to the needs of individuals and their carers.
- Adopt best practices and maintain high standards in our work.
- Work in partnership with Adult and Community Services purchasing teams, the public and other agencies, to help provide better services.
- Encourage people to comment about the strengths and shortcomings of our services, and ensure that we learn from these.
- Keep the public informed of developments and changes, which may have implications for the provision of services to them.

The Home Care Centre

Community Support Services operates from a Home Care Centre at the Colliton Annexe in Dorchester, which is the base of operations for domiciliary care provision.

For operational purposes, domiciliary care across Dorset is managed in three localities. Each of the three localities has a separate helpdesk at the Home Care Centre. This arrangement helps the Home Care Centre to manage the different demands for service in each area.

The Home Care Centre co-ordinates the work of around 245 Community Support Workers (previously known as Home Care Assistants) working in the community, and responds to queries, comments and complaints from service users and purchasing teams within Adult and Community Services. The Community Support Workers are supervised by staff based in local offices within each of the three operational localities, but also receive support by telephone from the Home Care Centre.

Provision of domiciliary care

Community Support Services provide domiciliary support to vulnerable people living in the community, of any age and from any cultural, racial and social background. The Home Care Centre and domiciliary service operates between 7.00am and 10.30pm, 365



days each year. In exceptional circumstances, care can be provided outside of these hours.

The Home Care Centre receives all requests for domiciliary care, and makes the necessary arrangements for community support workers to visit people, in accordance with the diary of care need drawn up by Adult and Community Services.

Following a full assessment of care need undertaken by Adult and Community Services care managers and in consultation with team leaders at the Home Care Centre, the availability and nature of the domiciliary support needed is established. Where Community Support Services are able to meet an individual's need, a risk assessment and summary of care need is completed before the programme of care is started.

Community Support Services offer a wide variety of domiciliary services, including personal care, supervision and support to:

- People with a mental health illness
- People with a physical disability
- People with a learning disability
- Older people who are physically frail
- People with sensory loss
- Children and families

Community Support Services operate a re-ablement service providing short term practical and emotional assistance to people who are at risk of not being able to remain independent in their own homes, because of frailty and disability.

The Management Team

- **Responsible Person** - Andrew Archibald (BA Applied Social Studies, CQSW, ASW, CHSSM), Head of Older People Services, Dorset County Council.

From 1986 to 2004 Andrew held team manager and service manager posts with Dorset County Council. From 2004 until his most recent appointment he was Head of Older People's Strategy. Prior to 1986 Andrew worked for North Yorkshire County Council.



- **Registered Manager** - Ann Goulding (CHSSM, NVQ4), Community Support Agency Manager is based at the Colliton Annexe. Commencing employment with Dorset County Council in 1984, Ann has 11 years care experience, as a home care assistant and a senior home care assistant. From 1995 to date, Ann has held several managerial positions in the east of the county, within home care.

The Operational Team (based at the Colliton Annexe, County Hall, Dorchester)

Job Title	Role
Team Leaders	To accept all new packages of domiciliary care and manage Care Co-ordinators.
Care Co-ordinators	To programme weekly schedules of care for all Community Support Workers and service users.
Care Agency Support Assistants	Provide an administrative service to support the Team Leaders, Care Co-ordinators as well as operate the helpdesks.

The Operational Team (based in local social care offices)

Job Title	Role
Resource Managers	Manage Community Support Officers and recruit Community Support Workers.
Community Support Officers	To monitor and supervise the work of Community Support Workers.
Local Admin Support Assistants	Provide an administrative service to support the Resource Managers, Community Support Officers and Community Support Workers.
Community Support Workers	To undertake re-ablement, domiciliary support to service users, including personal care and practical domestic tasks.

On appointment, Community Support Workers receive a comprehensive induction programme, centred on the training organisation for the personal Adult and Community Services induction standards of care. This induction includes attitudes and core values, understanding personal care needs, moving and handling and policy and procedure. The induction training also



includes specific training relating to medical and social needs, such as mental health problems. All staff are issued with a handbook of regulations and expected to develop their skills through regular group and individual supervision.

The induction standards provide the underpinning knowledge base for the National Vocational Qualification (NVQ) Level 2 in Care.

Our Key Conditions of Service

- We will visit you before care starts to undertake a risk assessment to ensure that our staff can work in your home with minimal risk to all parties. This may include the use of specialist equipment and associated training.
- We ask that you refrain from smoking when being visited by a Community Support Worker.
- We ask that you accept the carers selected to visit you irrespective of age, ethnic origin or disability. We will respect any request for a gender specific care worker.
- We will treat staff and those who use our services with dignity, respect and sensitivity. We cannot deliver a service where staff may be subject to abuse, including verbal, sexual and physical assault.
- We will place a communications book in your home to record your care needs and important daily events. This book must be made available to Community Support Workers.
- Our Community Support Workers will need to be given easy and safe access to your home. This may include holding security codes.
- Community Support Workers follow an infection control procedure, which may include wearing protective clothing.
- Community Support Workers may not remain alone in your home.
- Community Support Workers will ask you to sign their timesheets, verifying the actual times of your visits.



How you can help us

- If you want to make a change to your Homecare programme, please give us at least 24 hours notice. (We realise in an emergency this may not be possible).
- We ask that you keep us up to date with any permanent or temporary changes in your circumstances. We can quickly adapt the service to suit you.
- We ask that you retain the information book in your home and make it available to all visiting carers.
- Please ensure that all dogs and cats are placed in a separate room when your carer visits.

Compliments and complaints

The Complaints Policy and Procedure details the various ways in which complaints or concerns may be raised. The procedure outlines how each complaint should be reported immediately to a member of the senior management team, together with the timescale within which the complainant may expect their complaint to be processed.

Individuals are encouraged to share complaints or concerns with Community Support management staff in the first instance, who will do all they can to resolve the complaint. Further stages of the complaints procedure are open to individuals and their representatives if a complaint cannot be resolved at an early stage.

A copy of the complaints leaflet can be found in your information folder and is also available on the Dorset County Council website: www.dorsetforyou.com

We welcome comments from individuals who use the service as this helps us to understand what aspects of our service people like, and what we should be doing differently.

Community Support Services supports people contacting the Care Quality Commission which is an independent public body, set up to regulate social care, including home care. The Care Quality Commission ensures that care services are run in accordance with common quality standards, set by Government. The Care Quality



Commission is committed to improve the quality of care services in England and improve the protection of vulnerable people using these services.

You can find out more about the Care Quality Commission, or raise comments, compliments and concerns about our home care service, at any time, by contacting:

Care Quality Commission
Finsbury Tower
103-105 Bunhill Row
London EC1Y 8TG
Tel: 03000 616161
Email: enquiries@cqc.org.uk
Website: www.cqc.org.uk

Alternative place to get help:
Local Government Ombudsman
PO Box 4771, Coventry CV4 0EH
Tel: 0300 061 0614 or 0845 602 1983

If you would like to seek independent advice and support, services such as the Citizens Advice Bureau and local voluntary organisations can help.

Help and Care is a Dorset based charity, which offers a carer's helpline, a range of different fact sheets giving information and support, and a signposting service to other organisations.

The Help and Care Carerslink confidential helpline can be contacted on 01305 251191, 01202 434455 or 01929 555210 from 10.00am to 12.00noon and 2.00pm to 4.00pm every weekday.

Reviews and Quality Assurance

Adult and Community Services care management staff undertake reviews, in accordance with the 'fair access to care procedures', which require a review of care need at three months and annual reviews thereafter, although the aim is to undertake the first review within six weeks. Community Support staff are often consulted or involved in such reviews.



Community Support Officers also undertake monitoring reviews in the service user's own home on a three monthly basis, and review risk assessments where necessary.

Our care staff are supervised both on an individual and group basis, within the context of a Quality Assurance procedure.

Policy and procedure

Community Support Services is part of Dorset County Council Adult and Community Services. Key policy and procedure which applies to the service includes:

- Fairness and Dignity at Work Policy
- Community Support Worker Rules and Guidance
- Disciplinary Procedures and Code of Conduct
- Dorset County Council Code of Conduct
- Equal Opportunities Policy
- Home Care Administration Manual
- Adult and Community Services Health and Safety Policy
- Staff Development and Training
- Supervision/Personal Development Review
- Administration of Medication

Working environment and insurance

Community Support Workers operate almost exclusively in service users' own homes. To facilitate a safe and appropriate working environment, Community Support Workers work within a health and safety policy framework, which includes administration of medication, infection control, risk assessment and moving and handling.

Community Support Workers wear a uniform to identify them as Dorset County Council staff, carry an identity card and use protective clothing, such as plastic aprons and gloves. In addition, Community Support Workers are issued with equipment, such as torches, residual current devices and personal alarms, and are trained in the use of specialist equipment needed by service users with a disability.

Dorset County Council insurance cover is available for inspection at the Home Care Centre.



How to contact us

If you need to contact Community Support Services, you can telephone us between 7.00am and 10.30pm, 7 days a week, 365 days a year:

- If you live in Weymouth and Portland or West Dorset, telephone 0300 330 1203.
- If you live in North Dorset, telephone 0300 330 1204.
- If you live in South and East Dorset, telephone 0300 330 1202.

Or you can write to us at:

Community Support Services
Colliton Annexe
County Hall
Dorchester
Dorset
DT1 1XJ

Email: socialcare@dorsetcc.gov.uk (please indicate that your message is for Community Support Services)

For emergency contact between 10.30pm and 7.00am please contact the Out of Hours Service on 01202 657279.

Diversity statement

Diversity is not about treating everyone in the same way, but about recognising and valuing difference, as well as recognising and addressing inequalities and disadvantage.

As an employer and service provider, Dorset County Council seeks to promote an environment that accepts and actively supports diversity in age, gender, ethnic origin, sexual orientation, religious belief, disability, culture, work style and the many other ways in which people differ from each other.

All our factsheets are available in large print and on audio cassette/CD, Braille, Easy to Read or alternative languages. Please contact the Information Office on 01305 224320.

Further information on services provided by Dorset County Council Adult and Community Services can be accessed at www.dorsetforyou.com

