

# STATEMENT OF PURPOSE

We have an obligation to provide an effective and convenient service for the introduction of the National Minimum Care Standards-Health and Social Care Act 2008

## AIMS and OBJECTIVES OF THE Princess Homecare AGENCY:

Our policy is to provide the Service User with

\* DIGNITY \* CHOICE \* PRIVACY \* INDEPENDENCE \*FULFILMENT \*

By providing:

- A comprehensive homecare package tailored to their needs
- Support for the family of and assistance for people living in their own homes
- Help with personal, domestic and social/emotional tasks, including prescription collection, shopping, mobility and transport etc
- A 24hr continuing cover service plus reliability/continuity of care/flexibility
- Qualified domiciliary care staff with NVQ level 2/3 status and CRB & POVA checked
- A collaborative partnership between Service User, family and PHC carers and staff

😊 **EVERY CHILD MATTERS** safeguarding children at a local level

😊 **FOR PEOPLE WHO ARE** frail, disabled, isolated or at risk

**SPECIALIST CARE PACKAGES** – for service users who may present complex needs and challenging behaviour, supporting children and families with additional needs and securing real improvements in their life.

**DELIVERY OF CARE** and support from the initial referral, through needs and risk assessment and development of the Service user plan, to review of the care and reassessment of need.

**TO ASSURE MAINTENANCE of QUALITY** of care service provided, regular notified inspections will be undertaken by senior management, in accordance with CQC.

**A COMPLAINTS PROCEDURE in accordance with - CQC**  
**Agency Quality and Progress reports are available on request**

**WE COVER** a wide rural farming area based in North Wilts – where service users are often isolated and lonely

### SOME USEFUL CONTACTs –

Princess Homecare – 24hr service 01793 381000

Care Quality Commission – 03000 616161

General Social Services Council (GSSC) – 0845 070 0630

Social care help desk – 0300 456 0111

**Insurance liability provided by – CiS pol. CL8069722**

**The above information is available in Braille, larger print or language of your choice on request**

Address to send information  
and/or documents via Post

Digital Contact information

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