



Statement of Purpose

Introduction

The Link Nursing & Care Agency Ltd. has been established since 1997 aiming to provide experienced and qualified nurses and care assistants to nursing homes, residential homes, hospitals, and learning disability units in Berkshire and Surrey area.

The Link Nursing & Care Agency Ltd. has expanded its services to provide domiciliary care service since January 2003. This service reaches out to those in the community who need assistance in order to remain independent and enjoy being cared for in the comfort and privacy of their own homes.

Aims and Objectives

Our aim is to provide professional and experienced staff to hospitals, nursing/residential homes, learning disability units and private homes.

We aim to provide Quality Assurance monitoring, in order to ensure that the care provided is of the highest standard.

We aim to support, enable and encourage the service user to live as comfortably and independently as possible. We honour individuality, privacy and dignity.

We aim to provide a flexible service, from minimum of 2 hours to 24 hours a day cover, either on regular basis or just when required. We provide a 24-hour service, 7 days a week. A member of the office team answers all calls personally. Our office opening hours are from 08:30 to 18:00, Monday to Friday.

We aim to deliver high standards of care and value for money.

Our objective is to provide a reliable and professional service, which recognises the individual needs and values of the service user.

We provide a free consultation without obligation.

The nature of the services we provide

The Link Nursing & Care Agency Ltd. provides care for a variety of the service user group. These include:

- The elderly
- The elderly who have age related medical conditions including mental health
- Service users with terminal illnesses
- The physically disabled
- Children within schools
- Children within schools with behavioural disorders
- Adults with learning Disabilities
- Service users with challenging behaviour

- Service users with special communication needs
- Service users with eating disorders
- Service users with dementia
- Service users undergoing dental treatments
- GP surgeries.

The Link Nursing & Care Agency does not provide a service for the following service users:

- Childcare
- Children with mental health problems

Our aim is to assist the service user in a thoughtful and structured way, adapting the care to suit the individual's circumstances, needs, lifestyle and beliefs. The care staff are placed according to their experience and training, based on the service user's preferences and needs.

Assessment for taking new Service User

The Link Nursing & Care Agency Ltd ensures provision or commission of service according to assessment of needs. The agency prioritises and meets the individual needs according to the risk assessment and care planning.

Our assessment takes into account individual's views and wishes, and explores both health and social care problems where appropriate. It considers risks to the service user's autonomy, health, safety, ability to manage daily routines and involvement of the family. The assessment does not unfairly discriminate against individuals on grounds of their age, gender, ethnic group, religion, disabilities, and personal relationships or living and care arrangements.

Relevant qualification and experience of staff

The Link Nursing & Care Agency Ltd. provides RGNs, Senior Carers, Care Assistants and Dental Nurses.

Registered General Nurses are qualified nurses who have a current registration with the Nursing Midwifery Council (NMC).

Senior Care Assistants are experienced care Assistants who have gone through NVQII & NVQIII training and medication administration training, providing general personal care and supervision of the unit they work in.

Care Assistants are experienced care staff providing general personal care.

Dental Nurses assist the dentists and the service users before, during and after dental treatments.

The Link Nursing & Care Agency Ltd requires the utmost dedication and professionalism from its staff. Agency staff are chosen following a detailed interview to ascertain their suitability and reliability and on the receipt of two professional references.

Qualified RGNs work within the NMC code of professional conduct.

All the care staff work within the General Social Care Council code of conduct and practice.

Staff Performance

Only experienced staff with excellent professional references are selected to join the agency. The Link Nursing & Care Agency Ltd. builds its reputation as a quality employer through its commitment to provide and support staff development by:

- Induction programme.
- Individual development plans for every member of staff.
- General and specialised training courses.
- Regular monitoring of quality standards through observation, spot checks, evaluations of staff and continuous feedback from service users.
- Regular appraisals.

All staff are police cleared through Criminal Records Bureau and copy of their police clearance is kept on file.

We promise:

- Careful selection of staff
- Rigorous vetting procedures
- On going monitoring
- Experienced, fully trained personnel
- Highest standards
- NMC verification
- Full and fast communication
- Confidentiality
- Consistency of service
- Total commitment
- Attentive, friendly service
- Out of hours on call service
- Competitive hourly rate
- Full compliance with National Minimum Standards.

Training

General and specialised courses are offered and are designed to act as a foundation in NVQ training. All new staff receive induction training within first few days of appointment to their post. The induction programme covers training on the principle of care, safe working practices, organisation and worker role. There is an active ongoing training programme for all the staff in Manual Handling, First Aid, POVA, Fire Safety, Health and Safety, Food Hygiene and Medication Administration.

Specialised trainings are offered to enable our staff to understand, meet and provide the best possible care for the individual needs of the service user group. These specialised trainings include:

- Personal Care
- Dementia
- Care of the incontinent
- Care of the dying and the bereaved

- Safeguarding
- Stroke
- Communicate with different service user needs
- Keeping safe
- Diversity
- Dealing with aggressive behaviour.

Insurance

The Link Nursing & Care Agency Ltd has a full Public liability, Employers liability and professional indemnity insurance. The agency insurance covers care staff against accidental damage and any accidents that might occur while carrying out their duties.

Confidentiality

The Link Nursing & Care Agency Ltd. is registered and conforms to The Data Protection Act 1998. All information concerning staff and service users are treated in a discreet and confidential manner. All staff are provided with the Confidentiality Policy and procedure. Confidentiality and non-disclosure of personal and private information is upheld to the highest degree.

Complaints Procedure

Our complaints procedure gives our service users the opportunity to express any dissatisfaction that they may have with the service. All complaints will be handled immediately, with sensitivity and without future discrimination. Complaints are acknowledged immediately. Details are recorded and a letter of acknowledgment is sent to service users within two working days. Investigations and findings are reported to the service users no longer than seven days. The telephone number for The Commission for Quality Care is available in this statement. The complainants may wish to complain to the Commission for Quality Care / Social services or NMC directly at any stage or as the last resort. These numbers can be found in useful numbers section at the end of this statement of purpose or in the service user guide provided.

Quality Assurance

The Link Nursing & Care Agency Ltd. is committed to providing the highest quality of care for all its services users. This is monitored by regular liaison and written evaluation assessments based on the staff performance and the quality of the service provided.

Trial Period

There is a trial period of eight weeks for use or provision of the service. The service user or agency can stop the provision of service by The Link Nursing & Care Agency Ltd on justified and mutual agreement.

Qualification and experience of the registered manager

Mrs Sohila Mostofi is the registered manager and the proprietor of The Link Nursing & Care Agency Ltd. As a qualified registered nurse she has worked in different London hospitals and in residential setting in Berkshire. While working for a private nursing home, Sohila had to manage a 50-bedded unit with a variety of care needs. These included caring for the general needs of the elderly, disabled and mentally infirmed. She has held overall responsibility for the safety and comfort of her service users. In 1997 Sohila set up The Link Nursing & Care Agency Ltd with the view to provide the local community with trained and reliable staff who would take their commitment to providing care as seriously and professionally as her. Her aim is to ensure that the service users feel confident they are dealing with a well-managed business that is committed and able to deliver a high quality of service in accordance with the National Minimum Standards Regulations.

Date approved by the agency: 01November 2008
Review Date: 01 November 2009

Useful Telephone Numbers

Care Quality Commission

The South East Regional Office
The Oast
Hermitage Court, Hermitage Lane
Maidstone, ME16 9NT
Tel: 01622 724950
Fax: 01622 724980
Email: enquiries.southeast@csci.gsi.gov.uk
Your Local Authority is underlined in red

Nursing & Midwifery Council

NMC Professional Conduct
Department Manager
23 Portland Place
London W1B 1PZ
Tel: 0207 333 6572

Bracknell Forest Borough Council

Easthampstead House
Town Square
Bracknell
Berkshire RG12 1AQ
Tel: 01344 424642

Reading Borough Council

Civic Centre
Reading
RG1 7TD
Tel: 0118 939 0900

West Berkshire Council

Council Office
Market Street
Newbury
Berkshire RG12 5LD
Tel: 01635 42400

Wokingham District Council

Civic Office
Shute End
Wokingham
Berkshire RG40 1WW
Tel: 0118 974 6000

Royal Borough of Windsor and Maidenhead

Town Hall
St. Ives Road
Maidenhead
Berkshire SL6 1RF
Tel: 01628 796420

Slough Borough Council

Town Hall
Bath Road
Slough SL1 3UQ
Berkshire
Tel: 01753 690400

Surrey Heath Borough Council

Surrey Health House
Knoll Road
Camberley
Surrey GU15 3HD
Tel: 01276 475 676

Age Concern

St Andrew House
Wilton Road
Reading
Berkshire RG30 2SS
Tel: 0118 959 4242

Senior Line

**(National Telephone advice service
For older people)**
Tel: 0800 269626

Advocacy Service

WEBCAS
30 Rose Street
Wokingham
Berks RG40 1XU
Tel: 01189 792031

Disability Initiative Resource Centre

Knoll Road
Camberley GU 15 3SY
Tel: 01276 676 302