

## Statement of Purpose

Name of the establishment: The Link Nursing & Care Agency Ltd

Dated: 8 June 2010

### **1. The aims and objectives of the establishment/agency.**

#### **Introduction**

The Link Nursing & Care Agency Ltd. has been established since 1997 to provide experienced staff to nursing homes and learning disability in Berkshire and Surrey area.

#### **Aims and Objectives**

Our aims are to have people live comfortably and independently in their own homes.

To provide a good quality service which provides a reliable and professional service and involves people in community activities based on their cultural, religious and personal preferences respecting their privacy and dignity.

To monitor how we work and how we deal with complaints.

To help with personal care, cooking, finance and daily tasks.

### **2. The name and address of the registered provider and of any registered Manager.**

**Our Name:** The Link Nursing & care agency Ltd.

**Name of Registered Manager:** Mrs Sohila Mostofi

**Our Address:** The Link Nursing & Care Agency Ltd  
Pondwick House  
Lutterworth Close  
Bracknell  
Berkshire  
RG42 2NW

**Our Telephone Number:** 01344 488 155

**Our Fax Number:** 01344 303 669

**Our email Address:** email@linknursing.com

**Our Web Page Address:** www.linknursing.com

**3. The relevant qualifications and experience of the registered provider and of any registered manager.**

The Registered Manager Mrs. Sohila Mostofi qualified as a Registered Nurse in 1983 from Brent and Harrow Health Authority. As a nurse, she worked for many years in London hospitals before moving to Berkshire and working in a nursing home for the older people. In 1997 she set up The Link Nursing & Care Agency Ltd. Her aim is to ensure that people who use the service feel confident in the service and the company is committed to deliver a high quality of support in accordance with the National Minimum Standards Regulations.

**4. The number, relevant qualifications and experience of the staff working in the establishment, or for the purposes of the agency.**

The Link Nursing & Care Agency Ltd. provides Service Managers, Senior Support Workers, Support Workers and Care Assistants.

**Service Managers:** The Link Nursing & Care Agency Ltd has appointed two Service Managers to oversee the day to day running of the services. The senior Support Workers and Support Workers are accountable to the Service Managers and the Registered Manager. One Service Manager has already obtained NVQ IV Registered Managers Award the other Service Manager has recognised external management qualifications and is working towards the Health and Social Care NVQ Award.

**Senior Support Workers** are experienced staff who have gone through NVQII & NVQIII training and have a supervisory role.

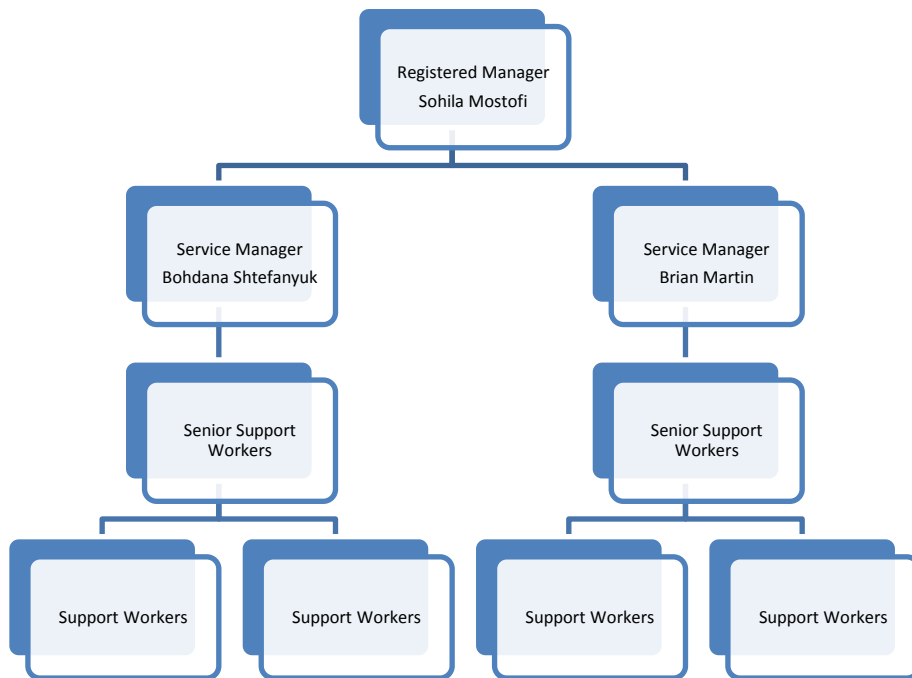
**Support Workers and care assistants** are experienced staff who provide the everyday support. The Link Nursing & Agency currently employs about 35 Support Workers. From the 35 staff 30 have obtained NVQ level II & III in Health and Social Care.

We have visiting dietician, speech and language therapists, community nurses and occupational therapists from our council.

All our services are staffed by ourselves we do not hire staff from outside companies.

We provide round the clock support and we offer advice and emergency support when necessary.

**5. The organisational structure of the establishment/agency.**



**6. The kinds of treatment and any other services provided for the purposes of the establishment/agency, the range of needs which those services are intended to meet, and the facilities which are available for the benefit of patients.**

We offer support for adults with learning disability in the community and Supported Living.

We base our support on the individual's needs. We encourage and involve people we look after activities like clubs, sports, community groups and holidays.

We try and involve families and other carers in activities and ongoing emotional support.

We encourage the people we support to tell us what activities they like take part such as trips out to the cinema, concerts, sporting events etc.

We encourage independent living by developing skills with cooking, housework, shopping and understanding money.

We involve other professional services involved to promote health and wellbeing, such as GP, dentist, chiropody, dietician, occupational, speech and language therapists.

We try to train our staff and check their work through observation and supervision. These trainings include health and safety, safeguarding, first aid, fire awareness, infection control and food hygiene, medication, epilepsy, etc.

**7. The arrangements made for consultation with patients about the operation of the establishment/agency.**

We try to assess the individual's needs. Then we try to meet these needs as safely as we can by putting it on the care plan and risk assessments. The Registered Manager is in charge of how the support is given. The Service Managers do the initial assessment, provide information to start up the service and manage the day to day running of the service.

Our assessment takes your views and wishes into account, asks about your health and social care issues. It considers any risks to health & safety, ability to manage daily activities and involves the family if that's a good idea. The assessment does not discriminate against individuals on because of their age, gender, ethnic group, religion, disabilities, and personal relationships or living and care arrangements.

We ask you and your family or advocate to a meeting with us and the staff before the service starts. You can interview and choose who you want to support you.

Care plans are written with the individual's views, wishes and aspirations. We welcome any adjustments that might be necessary to make.

Reviews are done to talk about ongoing care plan and the support is delivered.

We try to get your views about our service in whatever way it is preferred, such as Makaton, easy read, signs and symbols.

All care plans are signed by the service user or on behalf of the service user by a nominated person. These are kept at our service user's address for ongoing reference.

We ask about our performance regularly by Quality Assurance Questionnaires, care plan reviews and house meetings which include the service user. We try to make our survey user friendly and easy to understand because this feedback helps us to improve our service.

**8. The arrangements made for contact between any inpatients and their relatives, friends and representatives.**

We encourage contact between our service users and their families, friends or representatives by involving them in the care planning. We do not have any restrictions regarding visiting and will adjust support hours to allow for visits or trips out with relatives, to attend local groups or have gathering in their own homes.

We encourage our service users to take and display photographs or other objects which remind them of friends and families.

We have a clear policy regarding allowing entry to service user's homes from unauthorised persons, including children and pets without prior consent from the service user.

## 9. The arrangements for dealing with complaints.

Our complaints procedure gives an opportunity to tell us any dissatisfaction that you may have with the service. Our complaint procedures and forms are available in the care plan, our Service User Guide and our main policies and procedures. Our staff are aware of the procedures involved to make a complaint and should know how to assist if needed.

All complaints will be handled immediately, with sensitivity and without discrimination.

Complaints are acknowledged immediately by the Registered Manager Mrs Sohila Mostofi. Service Managers may also be involved in investigating and handling the complaint procedures. Details are recorded and a letter of acknowledgment is sent to service users within two working days. Findings are reported to the service users within twenty eight days from the receipt of the complaint.

The complainants may wish to complain to the Care Quality Commission/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.

*(It is important to note that the complaints logged with the Quality for social Care Inspection are registered but not investigated by this regulatory body)*

**Further help and support in making a complaint may be obtained from the following:**

Care Quality Commission South East Region Citygate Newcastle Upon Tyne NE1 4PA Tel: 03000 616161 Fax: 03000 6161 71 Email: enquiries.southeast@csci.gsi.gov.uk	Nursing & Midwifery Council NMC Professional Conduct Department Manager 23 Portland Place London W1B 1PZ Tel: 0207 333 6572
Advocacy Service WEBCAS 30 Rose Street Wokingham Berks RG40 1XU Tel: 01189 792031	Senior Line (National Telephone Advice Service for Older People) Tel: 0800 269626

#### **10. The arrangements for respecting the privacy and dignity of patients.**

We have clear policies and guidelines for staff supporting regarding respecting privacy and dignity. This is included in our Staff Handbook and care plans. Our staff are trained in safeguarding and equal opportunities. We monitor compliance through observation of the staff at work, regular staff supervisions, checking observation books and reports. We maintain an open dialogue with our service users and other parties and review any complaints and the Quality Assurance Questionnaires for issues.

We have a well publicised whistle blowing policy which is included in the staff handbook.

Service user's wishes regarding the choice of sex of their GP, podiatrist, dentist etc are respected where practicable.

All our supported living service users are single occupancy accommodation and have their own toilet and bathroom facilities.

We fully respect any cultural or religious beliefs and will make suitable arrangements where necessary.