

Statement of Purpose for Reablement Home Care Service

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Document Control

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Service Director:	Paul Coe	Sign & Date:	
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	Issues (if any):		

Change History

Version	Date	Description	Change ID
1.1	18 th Dec 2012	Created Statement of Purpose for HomeSafe/Improvement Service	
1.2	15 th April 2013	Updated to ensure statement reflects services objectives clearly	
1.3	March 2015	Updated to reflect service name / structure changes	
1.4	March 2016	Updated to include CQC Inspection rating of Good	
1.5	April 2018	Reviewed and updated to include CQC Inspection rating of Good 2018	
1.6	Oct 2018	Pg 2 Aims of scheme updated – removed specific timeframe re OT visit following discharge/referral. Pg 3 Changed nominated individual to Susan Brain	
1.7	Dec 2019	Inclusion of the Vision Statement and general review of terminology	
1.8	July 2021	Amendments to Registered Manager, Nominated Individual, addition of paragraph relating to long term care	
1.9	March 2022	Amendments to Registered Manager, nominated individual and service manager of Maximising Independence.	
2.0	April 2023	Review of Statement of Purpose – update to CQC email address	TP
2.1	April 2024	Review of Statement of Purpose – no amendments made	TP

Related Documents

Reference	Title	Tier



STATEMENT OF PURPOSE

1. Aims and Objectives of the Service

Our Vision

All adults and young people using our services experience a unique and personal experience. We see every interaction as an opportunity to make a positive impact on a person's life, helping them to be as independent as possible, fulfil their potential and contribute to their communities.

Mission

Our mission is to champion best practice in the delivery of services to each person tailored to their individual needs and abilities; focusing on what they can do rather than what they cannot do. We are committed to working in partnership to share best practice as widely as possible.

The Reablement Service you will receive is provided by staff who are directly employed by West Berkshire Council.

The Council's Reablement Service is regulated by the Care Quality Commission (*contact details are at the end of this document*).

The aims of the scheme are:

- To get people home from hospital as quickly as possible or to assist people who are at home who need extra help to support them in their daily living skills. The **Reablement** scheme aims to provide individuals with a safe package of support. The care is commissioned by our Care Management and Occupational Therapy (OT) Maximising Independence Team who work in conjunction with West Berkshire Reablement Team.
- To have the service users' needs reassessed on a regular basis by the OT and a Reablement Officer to determine their actual needs and to determine how long the service user will stay on the scheme.
- To allocate a case worker.

1.1. Promote independence

A key priority is for people to remain living in a home of their choice for as long as possible and to retain choice and control.

The aims of the scheme are:

- To support people to regain their independence so they can remain in their own home with a minimum level of support and care.
- To be person centered.
- To be flexible and responsive to service user needs, choices and preferences within the resources available.
- To involve our users in the planning and delivery of their care
- To treat everyone with respect

- To provide high quality, cost effective and efficient services
- To regularly review and monitor our services and strive for continuous improvement.

1.2. Ensure quality

Support will be provided by well trained staff who are regularly supervised in order to provide a high quality service that is suited to your needs. If you have someone who is involved in looking after you, we will work in partnership with them.

All of the Reablement Assistants who will provide your care are qualified to or working towards QCF (NVQ Level 2 in Health and Social Care) and undertake additional specialist training in specific areas of need such as rehabilitation or enhanced care.

Service quality is ensured through a range of measures. User feedback is key to ensuring high standards and is sought through our quality monitoring questionnaires. Informal carer's views are similarly sought as additional direct feedback about how we provide our services.

1.3. Providing Person Centred Support

The modernisation agenda for health and social care agencies emphasises the need to be a responsive and flexible service provision, enabling customers and their carers to make individual choices about their own care.

Our services include:

- Enabling you to manage your personal care which could include
 - assisting to get up, washed and dressed and ready for the day
 - assisting with food preparation
 - assisting with medication
 - assisting with toileting and continence needs
 - assisting with undressing and getting back into bed
- Assisting with laundry needs
- Re-building self confidence and self esteem
- Leaving the service user feeling safe and secure
- This scheme is provided under guidance of Occupational Therapists, to enable users to regain or maintain their independence and mobility. For instance after a fall, illness or hospital admission.
- We have a Night Warden Service that operates during the late evening and early morning.
- We also provide short-term support for Crisis situations to enable early hospital discharges and prevent hospital admission. The team will be providing programmed enablement intervention directed by the Occupational therapy staff.
- We may also assist with provision of longer term packages of care where there is an identified urgent need to ensure safety and stability for people who may otherwise have no access to care services. Where this occurs we will always work with the care management teams and commissioning services until they can identify a suitable provider.

1.4. Legal Status of the Service Provider

Unitary Authority

The registered provider is:

West Berkshire Council
Reablement Service
Market Street
Newbury
RG14 5LD

The nominated individual in accordance with the Care Quality Commission Regulations is **Sarah Salisbury**; Service Manager, Responsive Care Providers.

The West Berkshire Council Reablement Service is part of the Maximising Independence Services. The Team Manager - Promoting Independence for Home Care is **Truly Pinkarchevski**. Truly reports to **Maria Shepherd**, Service Manager, BCF Lead, MI and Maximising Independence.

1.5 Complaints and compliments

West Berkshire Council has a complaints procedure in place, and we would encourage you to let us know what you think as it helps us to model our service. You will find a copy of the procedure in the pack you receive from Reablement.

Your complaint will be fully investigated by the Promoting Independence Team Manager or a Service Manager, and you will receive a response within 28 days.

We also like to hear about any comments you have, and where you think a Reablement Assistant, or the whole service, has performed exceptionally well.

The body that ensures that we meet the regulations set down by Parliament, and monitors the standards of all Home Care agencies is the **Care Quality Commission**.

Their contact details are:

 **Telephone: 0300 061 6161**
Fax: 0300 061 6171

Care Quality Commission
Southeast Region
Citygate
Gallowgate
Newcastle upon Tyne
NE 1 4PA

Email: enquiries@cqc.org.uk

The service was inspected by CQC on 19 February 2018 and received the following rating in the report dated April 2018:

Overall rating for this service	Good
Is the service safe?	Good
Is the service effective?	Good
Is the service caring?	Good
Is the service responsive?	Good
Is the service well-led?	Good

View the full report on the CQC website: <https://www.cqc.org.uk/location/1-111590023>