



Caring Personal Assistants Ltd

Suite 22, Gresley House

Ten Pound Walk, Doncaster, DN4 5HX.

Phone: 0114 213 8213

Email: admin@cpacare.co.uk



Statement of Purpose



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Caring Personal Assistants Ltd - Head Office

CQC overall rating

Good



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Company Registered in England & Wales: 09210342



AIMS & OBJECTIVES OF

Caring Personal Assistants Ltd

Over our 10+ years of successful and innovative operation, our organisation has consistently worked in accordance with a person-centred approach.

We believe in applying our knowledge and experience of providing bespoke person-centred support across the spectrum of impairments and disabilities, to ensure that we fully comprehend and deliver upon each Service Users aspirations, preferences, and one-of-a-kind requirements. We have always been proactive in delivering a diverse and cutting-edge model of support which embraces and proactively implements all positive ideas, technological and technique developments that can provide a positive and consistent difference to the wellbeing and independence of the individual concerned. We focus on ability rather than disability and consistently adapt our service delivery to achieve this goal.

We are a dedicated and reliable agency who recognise the individual need for personal fulfilment and offer individualised programs of meaningful activity and assistance to satisfy the needs of each Service User.

CPA Ltd have long standing experience in the support and assistance of Cerebral Palsy, as well as many other physical impairments. Services such as physiotherapy and hydrotherapy can also be facilitated providing that the correct and specific training and instruction is received from a relevant and qualified professional such as your local GP, qualified nurse, or registered physiotherapist.

Staff are employed as Personal Assistants to provide a combination of domiciliary & personal care as well as general day to day assistance both within the SU's own home as well as during any outings and activities.

We aim to tailor your package to best suit the needs of the individual SU so that the highest standard of care and personal assistance may be achieved.

We adopt responsive approaches that embrace collaboration. We consider the immediate needs of individuals and the incorporation and collaboration between professional organisations and commissioners involved to maximise support of the individual.

Support objectives

Delivery of skilled care enables those supported by us to achieve their optimum state of health and well-being. We treat all people with Respect, upholding the rights of all Service Users and all involved with our organisation. We Promote and support individual choice and decision-making, respecting and encouraging the right of independence.

We acknowledge the need and requirement for personal fulfilment and offer individualised programs of meaningful activity to satisfy that need of Service Users and staff placed within the support setting.

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We aim to uphold the human and citizenship rights of all Service User's and all who work and come into contact with the agency. Recognise the individual uniqueness of Service Users, staff and visitors, and treat them with dignity and respect always. Respect individual requirement for privacy at all times and treat all information relating to individuals in a confidential manner.

Details of Registered Provider, Company Directors and Nominated Person**Registered Provider:**

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Legal Status: Organisation

Managing Directors**Ross White-Hunt**

Caring Personal Assistants Ltd
Suite 22, Gresley House
Ten Pound Walk, Doncaster, DN4 5HX
Phone: 0114 213 8213
Email: ross@cpacare.co.uk

Experience (Managing Director):

- 10+ years of experience in providing Domiciliary Care, Personal Care & Personal Assistance
- 10+ years of experience at management level within care.
- Educated to Master's Degree level (The University of Leeds) & BA Hons (The University of Huddersfield)
- Fully Certified

Nominated Individual & Registered Manager:

Name: Ross White-Hunt
Suite 22, Gresley House
Ten Pound Walk, Doncaster, DN4 5HX
Phone: 0114 213 8213



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Experience:

- Educated to Masters Level
- 10 years' experience as both a day-to-day care & operations manager and Managing Director at CPA Ltd
- 2 years' experience in upper management positions within the care sector prior to founding CPA Ltd
- 3 years' experience as front-line support staff providing personal care & assistance prior to CPA Ltd
- Fully trained to contemporary standards for all essential key areas of service delivery

A Personal Message from our Director & Founder:

"Each Service User is unique. A one-size-fits-all approach and generic domiciliary care services will never allow you as an individual to reach your full potential & personal goals. We deliver custom solutions, person-centered assistance and care packages that are tailored specifically to you -your culture, your beliefs, your aspiration's and your one-of-a-kind requirements" - Ross White-Hunt.

Staff Profile

A list of current staff and their qualifications is available on request (where in accordance with GDPR guidance and preferences where such consent has been obtained).

The staff allocated to support each individual Service User are chosen to best match their skills with the specific needs and requirements of the Service User. Where possible, we also aim to maximise logistical efficiency and minimal commuting distance to not only support good time attendance and availability, but also to contribute towards social value targets where applicable and Net-Zero Carbon aims and initiatives.

Our aim where creating our staff teams is to recruit and retain skilled people by use of safe processes, that enable our organisation to achieve and deliver its aims and values.

We aim to clearly set out the stages and process of recruitment for all identified vacancies and roles & ensure the policies and procedures adhered to, are aligned to demonstrate 'fit and proper' staff are employed, including the pre-employment checks required.

We will ensure that, where applicable to the role, candidates have the necessary qualifications. All applicants are required to provide evidence of any qualification that is required for the role. This evidence will then be photocopied and retained within the employee's personnel record. Should any additional training or certification be required, management will facilitate this requirement and ensure timely & acceptable completion.

We provide a framework for recruitment, onboarding, induction and training within Caring Personal Assistants. This policy dovetails with other policies and procedures relevant. In addition, our recruitment policies fully align to the principles outlined within the equality act of 2010. We will recruit using the 3 key lines of employment:



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EFFECTIVE – Ensuring that the care staff have the right skills, knowledge, and experience to deliver effective care and support.

SAFE – Ensuring we keep our Service Users safe through checks before employment. Such as Enhanced DBS checks, vetting and employment or character references.

WELL-LED – Ensuring that the carer responsibilities are clear and quality performance is in place, risks and regulatory requirements are also understood and managed.

We will provide opportunities for staff to have a voice and promote active engagement for all in the service. All communications will be clear and accessible.

We will ensure that all staff are accountable for their practice; that they understand their role and how it fits into the service. They will be accountable for their actions, decisions, and behaviors.

We will ensure that there is a succession plan in place to anticipate for changes in the workforce and to aim to eliminate vacancies in key roles swiftly. We will review capacity and capability as an ongoing process, along with promoting an environment that has positive working conditions and delivers healthy workplace initiatives.

Organisation of the The Agency:

1. **Caring Personal Assistants Ltd – The Provider**
2. **Ross White-Hunt – Director, Nominated Individual & Registered Manager**
3. **Selina Frudd – Registered Manager**
4. **Michael Parker – HR, GDPR & Operations Manager**
5. **Senior Staff Members, Team Leaders & Care Co-Ordinator**
6. **Care Team and Personal Assistants**

Description of Our Services and Facilities

Services offered:

The following services are provided at Service Users location:

- Domiciliary care service
- Community based services for people with a learning disability
- Community based services for people with mental health needs

The following regulated activities apply to services provided by The Agency:

- Personal Care

The Agency provides services for the following bands of Service User:

- Adults aged 18-65



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- Adults aged 65+

The following Care and Support Services are provided by The Agency:

- Dementia
- Mental health
- Sensory impairment
- Learning difficulties or autistic spectrum disorder
- Physical disability
- Cerebral Palsy
- Physiotherapy

Service User Care Plans are reviewed on an individual basis, according to assessed need or when existential or requested amendments are required. At a minimum, Care Plans are re-assessed at least every 6-12 months.

Therapeutic Activities

Caring Personal Assistants Ltd has a policy of promoting the maintenance of Service Users' normal social network and social activities. The Service User's Care Plan includes a facility for recording life history, social networks and contacts, and preferences for activities and hobbies in order that the Service User is offered access to those networks and activities which are appropriate and desired.

Making a Complaint and Giving Compliments

We believe that complaints and compliments are a valuable indicator of the quality of our service, and an opportunity to improve that quality. We assure all Service Users that no-one will be victimised for making a complaint, we encourage Service Users to instigate the complaints procedure whenever they feel that this is necessary. We do not wish to confine complaints to major issues. We encourage Service Users to comment when relatively minor matters are a problem to them, such as receiving cold food, or being kept waiting without explanation, or being spoken to in a manner that they do not like. It is our policy that all matters which disturb or upset a Service User should be reported, recorded, and corrective action should be taken. Only in that way can we work towards meeting our aim of continuously improving our service.

Our commitment is that:

- All complaints will be taken seriously;
- All complaints will be acted upon with fairness and impartiality;
- A response will be received within 24 hours of the complaint being made, and a final reply within 28 days;
- If the complaint is upheld, a written apology will be issued and appropriate action will be taken to rectify the complaint. Information regarding this action will also be provided.
- Service Users are entitled to involve an impartial third party in the complaint procedure if they so wish.

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Service Users and their representatives may take their complaints to persons in authority outside The Agency. For Service Users funded all or in part by Social Services or the Clinical Commissioning Group, complaints may in the first instance be directed to them. For privately funded clients, a range of advocacy services are available locally and they will be happy to help in dealing with the complaint. In the event of a serious issue and complaint, the Service User or their representative should contact the CQC.

Addresses:

Director of Social Services: Association of Directors of Adult Social Services Local Government House Smith Square London SW1P 3HZ Tel: 020 7072 7433	Care Quality Commission: Care Quality Commission (CQC) National Correspondence Citygate, Gallowgate Newcastle upon Tyne NE1 4PA Tel: 03000 616161 Fax: 03000 616171
Local Clinical Commissioning Group: CCG Doncaster Sovereign House/White Rose House, Heavens Walk, Doncaster DN4 5DJ TEL: 01302 566300	The Local Government Ombudsman: PO Box 4771 Coventry. CV4 0EH Tel: 0845 602 1983 or 024 7682 1960 Fax: 024 7682 0001 advice@lgo.org.uk

Advocates

Service Users have the right to access external agents who will act in their interests to help them solve problems, discuss concerns etc. The Manager will be happy to provide information on local advocacy groups and other support networks.

Some of those currently known to us are:

Sheffield Citizens Advice – Mental Health Unit and Advocacy Service

Michael Carlisle Centre,
 Osborne Road,
 Sheffield S11 9BF
 Tel: (0114) 271 8025

Rotherham Advocacy Partnerships (RAP)

1st Floor, Orsborn House
 1-2 Highfield
 Doncaster Road



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Rotherham
S65 1DZ
TEL: 01709 365 030

The Centre for Independent Living

The Circle
33 Rockingham Lane
Sheffield
S1 4FW
Tel: 0114 253 6750

Arrangements for your voting rights can be made through the:

- Local Authority – Applicable to your location

Other documents

You are invited to review the latest CQC inspection report on the establishment, and the latest summary of Service Users' and Service Users families' views on the Services offered. These are not included in this pack because they rapidly become out of date. A copy of each will be given to you on the service commencement subsequently published on The Companies online page, and copies are available from the manager at any time.

Privacy and Dignity

We aim to always respect Service User privacy and dignity. Please speak out or speak to the supervisor or Manager if privacy or dignity is not being respected.

Service Users' privacy:

- All Service Users have the right to be alone or undisturbed and to be free from public attention or intrusion into their private affairs. The staff of The Agency are guests in the home of the Service User.
- Staff will enter a Service User's property and rooms within the property only with express consent.
- Staff of The Agency respect the rights of Service User' to make telephone calls without being overheard or seen by a worker.
- Records will be designed, used and stored so as to assure privacy. Legislative controls over records, such as the Data Protection Act, will be adhered to, and the Service User's explicit permission in writing will be sought before information is passed to any person other than those directly concerned with the Care of the Service User.
- Records will be made available to the Service User's principal Carer and family according to the

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wishes of the Service User.

Service User's dignity

- Dignity is a matter of prime importance to us, and all staff receive training in this area.
- Service Users will be asked for the name by which you wish to be addressed, and this name will be recorded on the Service Users Plan and used by all staff. Service Users are perfectly entitled to ask that the principal carers use one name, and others use another name. The level of familiarity is under the Service Users control. In the absence of information to the contrary, staff will address Service Users formally, using the Service Users title and surname.
- Staff are trained to be sensitive to Service Users feelings when in company.
- The Agency seeks to reduce any feelings of vulnerability which Service Users may have as a result of impairment or illness.