**MK Care and Response - Care Service**

**Statement of Purpose**

**CQC PROVIDER NUMBER 1-101646495**

**Service Aims**

## The aim of the In-House Domiciliary Care Service is to provide a high quality, flexible personal care service that is cost effective and meets best value requirements. Our service provides support and promotes the independence of older people and younger people with physical disabilities, to enable them to remain in their own homes as long as possible and it is safe to do so. The key tasks include:

* Support and enable people to live in their own home for as long as they wish to do so and where this is compatible with their well-being, health and safety and the safety of others.
* Avoid inappropriate admissions to hospital, residential or nursing care.
* Assist people to regain former ability or quality of life.
* Prevent deterioration.
* Work in partnership with users and informal carers.
* Ensure the care provided is appropriate and personal to the service user.
* Empower users’ choice in lifestyle, their human rights and treat people with dignity and respect.
* Maintain or reinstate social inclusion and reduce institutionalisation.
* Work closely with Health colleagues, in particular, Rehabilitation Services.

Section A.1

**Objectives of**

**MK Care and Response Care Service**

The principal objective of MK Care and Response Care Service in Milton Keynes is to provide the highest standard of personal care, social and emotional support and practical help necessary. This is to enable users of the service to live as independent a life as possible, in their own homes, for as long as this is their choice. The provision of care is based on an assessment of need and must take into account assessment of risk to users and carers.

The responsibility of the Local Authority to provide personal and Homecare Services is founded in legislation, which sets out duties and powers. Fundamental to this will be the aim of the service working within the Equality Policy, to reflect and promote the vision of the Council.

The service will aim to be efficient, effective, sufficient, reliable and flexible, delivered in a way, which fosters independence, recognises the values and choices of each user and the potential of the individual.

It is intended that the service will increasingly work alongside independent domiciliary agencies as well as in partnership with other agencies, including Health and voluntary organisations, to help prevent deterioration, admission to hospital, residential or nursing care, to aid rehabilitation or readjustment to daily life following injury or illness. It will also recognise the rights of informal carers to receive an assessment of their own needs.

**Nature Of The Services We Provide**

The MK Care and Response Care Service provide assistance to adults living in their own homes (including Sheltered Housing Schemes). We provide assistance with personal care and practical help such as:

* Providing high quality care through the day and night
* Getting up in the morning
* Going to bed at night
* Help with having a bath/shower/wash
* Help with going to the toilet / incontinence care
* Help with getting dressed
* Help with breakfast, snack meals
* Laundry
* Essential Cleaning
* Shopping
* Medication
* Promoting independence and well-being

**Range Of Staff Qualifications**

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| MK Care and Response Care Service **Registered Manager**  | * QCF level 5 in Health and Social Care Management
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| MK Care and Response Care Service **Night Managers**  | * NVQ 3 in Health and Social Care
* QCF level 5 in Health and Social Care Management
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| MK Care and Response Care Service **Team Leaders**  | * NVQ 3 in Promoting Independence
* NVQ 3 in Management
 |
| MK Care and Response Care Service **Night Carers** | * NVQ 2 in Health and Social Care
* NVQ 3 in Health and Social Care
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| MK Care and Response Care Service **Carers** | * NVQ 2 in Health and Social Care
* NVQ 3 in Health and Social Care
 |
| MK Care and Response Care Service **Support Staff (Admin)** | * NVQ 3 in Business Administration
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# Registered Provider and Registered Manager

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| **Registered Provider****Victoria Collins**Director Adult Services (DASS)Civic Offices1 Saxon Gate EastCentral Milton KeynesMK9 3EJ**Tel:** 01908 253508 |
| **Service Manager****Mr Andrew Woodall-Buchanan**MK Care and Response - Care ServiceRegistered ManagerSimpson RoadSimpson Milton KeynesMK6 3AF | **Registered Manager****Mrs Elizabeth Sewell**MK Care and Response - Care ServiceRegistered ManagerSimpson RoadSimpson Milton KeynesMK6 3AF |
| **Tel:** 01908 254293 | **Tel:** 01908 252510 |

**Care Quality Commission**

*The regulatory body for Social Care Inspection can be contacted at the address below*

**Care Quality Commission**

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

## Tel: 0300 061 6161

## Email: enquiries@cqc.org.uk