



Dolphin Healthcare Services' Statements of Purpose

AIMS & OBJECTIVES OF Dolphin Healthcare Services

Dolphin Healthcare is set up as a temporary staffing agency to supply qualified, well-trained and dedicated staff to homes, hospitals and presently applying to provide domiciliary care for clients ranging from children of ages 3 years and above and adults.

Welcome

In the process of applying for registration to provide Domiciliary care for clients ranging from children of ages 3 years and above and adults.

Support Objectives

The Agency aims to: *Offer skilled care to enable people supported by us to achieve their optimum state of health and well-being. *Treat all people supported by us and all people who work here with respect at all times. *Uphold the human and citizenship rights of all who work and visit here and of all Service Users. *Support individual choice and personal decision-making as the right of all Service Users. *Respect and encourage the right of independence of all Service Users. *Recognise the individual uniqueness of Service Users, staff and visitors, and treat them with dignity and respect at all times. *Respect individual requirement for privacy at all times and treat all information relating to individuals in a confidential manner. *Recognise the individual need for personal fulfilment and offer individualised programmes of meaningful activity to satisfy that need of Service Users and staff.

Details of Registered Provider, Nominated Person and Registered Manager

- **Registered Provider:**

- Name: DOLPHIN HEALTHCARE SERVICES
- Address: Sheldon Community Centre
Sheldon Heath Road
Birmingham
West Midlands
B26 2RU
- Experience: Supply of Healthcare Assistants to nursing homes



- **Nominated Person:**

- Name: Ngozi Akpara
- Address: Dolphin Healthcare Services, Sheldon Community Centre
Sheldon Heath Road
Birmingham
West Midlands
B26 2RU
- Experience: Nursing

- **Registered Manager:**

- Name: Mrs Ngozi Akpara
- Address: Dolphin Healthcare Services, Sheldon Community Centre
Sheldon Heath Road
Birmingham
West Midlands
B26 2RU
- 07886255182
- Qualifications: Registered Nurse
- Experience: Over 20 years experience in Nursing Care

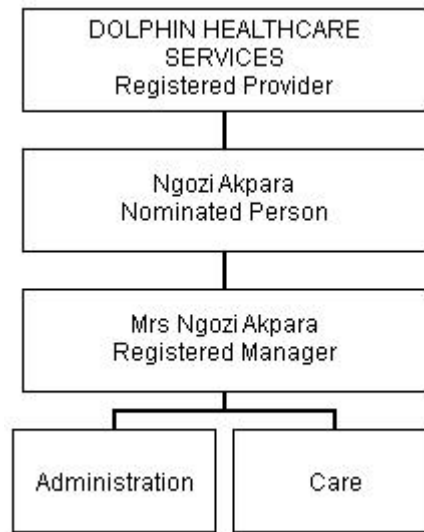
Staff Profile

- A list of current staff and their qualifications is available on request and on display in the office. The staff allocated to support you will be chosen in order to match their skills with your needs, and also to minimise travelling distances in order to support good time attendance. In addition to the direct support staff the Registered Manager works 40 hours per week, most of which should be in addition to the levels displayed. In certain circumstances the manager may be included within the staffing levels described. Staffing levels may be changed at the discretion of the Manager if there are particular needs. Care staff work on a rota system which ensures that the service is staffed by the appropriate number and skill mix, including weekends and public holidays. New employees are inducted to National Training Organisation standards within 12 weeks of employment. We manage and train our employees with the aim that all of our carers achieve NVQ level 2. All other employees receive the training appropriate to their work, for example Food Hygiene for catering staff. All employees receive annual training in health and safety matters such as moving and handling, fire awareness and procedures, adult protection issues, and a range of other matters.



Delight Essential Services UK Ltd t/a Dolphin Healthcare Services Co.Reg.No.08513887
Sheldon Community Centre, Sheldon Heath Road, Birmingham B262RU
Telephone No.: 0121 2433384 Email Add. : info@dolphinhealthcare.co.uk

Organisation of the The Agency





Description of Our Services and Facilities

Services Offered

- The following services are provided at The Agency's location:
 - Domiciliary care service
 - Shared Lives
- The following regulated activities apply to services provided by The Agency:
 - Personal Care
- The Agency provides services for **Ages 3 years and above** for the following bands of Service User:
 - Learning disabilities or autistic spectrum disorder
 - Older people
 - Adults
 - Younger adults
 - Mental health
 - Physical disability
 - Sensory impairment
 - Dementia
 - People who misuse drugs and alcohol
 - People with an eating disorder
- The following Care and Support Services are provided by The Agency:
- Service User Care Plans are reviewed on an individual basis, according to assessed need, but at least every month.

Therapeutic Activities

- Dolphin Healthcare Services 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;
 - You will receive a response within 24 hours of the complaint being made, and a final reply within 28 days;
 - If the complaint is upheld, you will receive a written apology and appropriate action will be taken to rectify the complaint, and you will be informed of what that action is;
 - Service Users are entitled to involve an impartial third party in the complaint procedure if they so wish.
- 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 you deal with the complaint. In the event of a serious issue and complaint, you should contact the CQC.



Addresses:

<p>Director of Social Services:</p> <p>city House victoria square</p> <p>B1 1 BB</p> <p>01213031234</p>	<p>Care Quality Commission: Care Quality Commission (CQC) National Correspondence Citygate, Gallowgate Newcastle upon Tyne NE1 4PA Tel: 03000 616161 Fax: 03000 616171</p>
<p>Local Clinical Commissioning Group: Birmingham Cross City CCG</p> <p>Address</p> <p>Bartholomew House</p> <p>142 Hagley Road</p> <p>Edgbaston</p> <p>Birmingham</p> <p>B16 9PA</p> <p>Telephone: 0121 255 0700</p> <p>Fax: 0121 682 0090</p>	<p>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</p>



Email: bhamcrosscity@nhs.net	
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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 Registered Manager will be happy to provide information on local advocacy groups and other support networks.
- Some of those currently known to us are:
 - Charmaine Murray

Head of Adult Services and Human Rights Law
 - Tel: 0121-303 2857

Email: charmaine.murray@birmingham.gov.uk
 - Charmaine Murray

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 - Tel: 0121-303 2857

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Arrangements for your voting rights can be made through the:

- Sheldon Community Centre



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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 notice board in The Agency, and copies are available from the manager at any time.



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Complaints Form

Date:
Details of complaint:
The outcome that you expect:
Your name:
Signed:
Date received:
Received by (sign):



Privacy and Dignity

- We aim to respect your privacy and dignity at all times. Please speak out, or speak to the supervisor or Registered Manager if your 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 Agency 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 wishes of the Service User.

Service User's dignity

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