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## Introduction

R.O.C. (Northwest) Ltd provides services for young people which are consistent with the Children's Act 1989 Guidance and Regulations Volume 4 Residential Care and the National Minimum Standards, Domicillary Care Regulations (Care Standards Act 2000).

You can contact us at our registered office:

R.O.C. (Northwest) Ltd  
Yealand Suite  
Clawthorpe Hall Business Centre  
Burton  
Carnforth  
Lancs  
LA6 1NU

Telephone No: 01524 784344

Facsimile No: 01524 784355

E-mail: [info@rocnorthwest.co.uk](mailto:info@rocnorthwest.co.uk)

Web Site: [www.rocnorthwest.co.uk](http://www.rocnorthwest.co.uk)

*The following information contained in this booklet outlines Our Statement of Purpose and the approach R.O.C. (Northwest) Ltd takes when working with young people. This booklet does not contain all our policies and procedures but these are available on request.*

## Statement of Purpose

ROC Northwest Ltd offers domiciliary care services to young people/young adults (and their families) who require support, care and understanding in helping them to function in a dignified, aged related manner allowing them to maximise their own potential and independence.

Our mission at ROC Northwest Ltd is to provide individually, tailored packages to young people/adults who require additional support within the community. We aim, wherever possible to improve a young persons/young adults Independence by supporting and encouraging them to participate in their own care programmes / targets thus hopefully developing a feeling of autonomy over their own lives.

Our staff team are trained to work in a professional and non judgemental way collaborating with other services and professionals to maximise a young persons independence and inclusion within the community.

All our staff are trained in the necessary relevant qualifications and will work hard to ensure the agreed needs of the young person/ young adult are met. Our staff are however, flexible and adaptable in their working practice to meet the changing needs and requirements of young people/young adults on a short term/temporary basis.

We believe that:

- The welfare of the young people in our care is a number one priority.
- Each young person/young adult is recognised as unique with specific requirements, needs and beliefs that require individual assessment and planning.
- Each young person/young adult should be encouraged to participate in their assessment plan and be fully informed about their needs and future outcomes and where possible his/her feelings should be taken into consideration.
- Each young person/young adult is valued and showed respect and courtesy from our staff team who will give them every encouragement and support in reaching their full potential and independence.

## Aims and Objectives of Domiciliary Care

### Aims

- To provide support to young people/young adults / family in their home environment.
- To provide support to young people/young adults outside of their home environment.
- To provide a basic needs assessment on a young person/young adults and put in place a personal service user plan.
- To provide an individual programme to enable them to develop skills and maximise potential through a range of activities.
- To provide a safe, structured and nurturing care experience where young people/young adults can be tolerated when feeling antisocial, yet treated in a consistent, firm and fair manner.
- To provide routines and procedures that will provide some structure and security for the young person/young adults but be flexible and unobtrusive in order to meet his/her needs.
- To create an atmosphere where the young people/young adults are praised and rewarded for positive behaviour and supported, encouraged and helped in times of trouble and negativity.
- To provide a staff ratio appropriate to the needs of the young person/ adults enabling them to have individual support and attention.
- To provide this service for 24 hours per day, 7 days per week, 365 days of the year.

## Aims and Objectives of Domiciliary Care

### Objectives

- To ensure the young person/young adults feels safe, secure and cared for.
- To bring some form of stability to the young person's/young adults life.
- To make the young person/young adult smile.
- To work closely with the young people/young adult and their families/carers in helping them reach their full potential.
- To develop individual care programmes to meet the needs of each young person or adult.
- To work in partnership with children, their families and significant others.

## Admission Policy

### **Criteria for Admission - Which young people/adult will we offer our domiciliary services?**

ROC Northwest Ltd will provide personal care to a wide range of young people/adults who need care and support whilst living in their own homes or accommodation provided by Social Services/ the local council.

- Young people/young adults with mental health problems
- Young people/young adults with learning disabilities.
- Children & families
- Young people/young adults with physical disabilities
- Young people/young adult in their final year of care or are about to leave care or have recently left care.

## Admission Procedure

We will offer a placement to a young person or family if, after reading the reports and completing a basic care needs assessment, we genuinely believe we can work with the young person or family to achieve positive outcomes.

If we believed we couldn't appropriately meet the needs of the young person we would never offer a domiciliary service and provide clear reasons why we felt unable to do so.

## Planned Domiciliary Care

When a referral is made to R.O.C. (Northwest) Ltd we will send out a basic details form for the person making the referral to fill in. If on receipt of this completed form it is considered appropriate to proceed then the following procedure is instigated.

1. Contact is made to all parties concerned to arrange a pre-admission meeting to discuss what domiciliary care is needed.
2. If required, the registered manager or a senior manager will visit the family or young person/adults to complete a basic needs assessment and risk assessment.
3. R.O.C. (Northwest) Ltd will send out a copy of the contract together with a copy of the "Service Agreement" which sets out the terms and conditions of service provision.

## Emergency Domiciliary Care

When a domiciliary service is provided at short notice or in a crisis, and where a care needs assessment cannot be undertaken our staff are trained to undertake an initial contact assessment if required.

Once a domiciliary care agreement is established with a family or young person /young adult R.O.C. (Northwest) Ltd will put together a service user plan which brings together and summarises the package of care.

This will be updated as and when change occurs or on a six monthly basis.

## Management of Domiciliary Care

### Registered Provider

Hilary Waterhouse has the responsibility of being the registered provider of R.O.C. (Northwest) Ltd.

Qualifications: General Certificate in Business Studies

Experience: Hilary has a wealth of experience working within the child care sector. She has worked with children for sixteen years both as a practitioner and senior manager. For the last six years Hilary has been a joint Director of a company that provides residential care and support to young people who are deemed to have emotional and behavioural difficulties.

### Our Registered Manager

Katie Stephens has the responsibility of managing our domiciliary service.

Qualifications: BA (Hons) Community Studies  
MA Social Work and Welfare Studies  
NEBS Diploma in Management  
Currently studying for NVQ4 Care

Experience: Nine years as a Residential Unit Manager of a fourteen bedded, mixed unit with challenging/emotional behaviour.

## Staffing Information

All staff who are employed at R.O.C. (Northwest) Ltd have been checked by the Criminal Records Bureau (renewed every three years). All applicants are asked to provide proof of identity passport/birth certificate, a full employment history, certificates of qualifications and two references, one from their most recent employer and one character reference.

The staff we employ are selected for their ability to deal with the young person's concerns and problems in a professional, caring manner and that they have the necessary interpersonal skills to talk with children in a calming, diplomatic, understanding manner, taking into account an individual's beliefs, thoughts and practices. We believe that young people only grow and mature if they are allowed to take calculated risks, gradually taking more responsibility for their own lives and behaviour.

All new staff receive induction training regarding our policies and procedures with particular detail to Child Protection issues, avoidance of confrontation & confidentiality. Following this they embark on a 3 month rolling "skills for care" Induction programme. All staff receive training in First Aid, Health & Safety at work, Moving & Handling, Fire training, & Physical Intervention.

Each staff member receives regular supervision on a one to one basis, approximately every three months. This involves meeting with a senior manager for a sixty to ninety minute supervision which covers areas of casework, personal development and training needs. Notes will be made during the supervision and these will record the salient points of the meeting. A copy of these points will be given to the staff member to read and sign if they are in agreement that they reflect the main points of the discussion. Staff will also have an annual appraisal. In addition all staff have team meetings each week.

Following "skills for care" Induction Training all staff embark on NVQ Level 3 training in "Caring for Children and Young People".at Kendal College.

R.O.C. (Northwest) Ltd are committed to ensuring that our staff are appropriately trained and that all staff are allowed to reach their true potential in the work place.

## Staffing Information (continued)

All staff are provided with an identity card which must be produced prior to entering an individuals home or attending any appointments on behalf of R.O.C. (Northwest) Ltd.

If arrangements are made for R.O.C. (Northwest) Ltd to have keys to a young person's/young adults home a written contract will be drawn up for all parties concerned to sign. All staff are provided with guidance on protocols for keyholding and entering an individuals home.

When staff are on holiday or absent from work due to sickness, wherever possible and with prior notice R.O.C. (Northwest) Ltd will notify all relevant parties of the alternative cover and arrangements.

## Basic Information

Please note that a copy of our Policies, Routines and Procedures can be viewed when visiting the registered office.

### Confidentiality

This is a very important area and should be clearly understood by all staff of the need to be professional and display confidentiality at all times.

Staff should always ensure that confidential and personal papers, reports, letters and files etc are never left out, this ensures that young people/ young adults and unauthorised staff and visitors having sight of them.

All adults who work with the young people/young adults we care for should know their work is of a confidential nature and should never discuss those papers that are personal and confidential with anyone who is not connected with the particular young person/young adult or family.

### Medical Arrangements

All staff who work for R.O.C. (Northwest) Ltd are provided with training on basic first aid and safe handling of medications. Therefore, if further assistance is needed over and above this additional training will be sought.

If needed, R.O.C. (Northwest) Ltd staff will collect prescriptions on behalf of the young people/young adults and their families and will dispense the medication. Staff will then record this in their daily work logs.

## Basic Information (continued)

### Child Protection Procedures

R.O.C. (Northwest) Ltd have designated the Registered Manager as the Child Protection Officer. In addition, all members of staff are made aware of their role and responsibility in child protection matters and receive training in Multi-Agency Child Protection Policy Guidance and Procedures, which R.O.C. (Northwest) Ltd have adopted. All new members of staff follow a comprehensive induction programme which includes Child Protection.

### Risk Assessments

Risk assessments (identifying hazards, estimating level of risk, safety or welfare from the hazards identified, and identifying action to be taken both to reduce the risks to an acceptable level where practicable and to avoid necessary or unreasonable risks) are carried out by R.O.C. (Northwest) Ltd. They are recorded in writing and regularly reviewed.

### Financial Transactions

The staff at R.O.C. (Northwest) Ltd will aim to ensure that the money and property of young people/young adults is protected at all times whilst providing domiciliary care.

Any financial transactions which take place during the hours of the domiciliary care will be recorded by staff in their daily work logs.

## Basic Information (continued)

### Keyholding and other Arrangements for Entering a Person's Home

If R.O.C. (Northwest) Ltd are required to hold keys to a young persons / young adults home then a written contract will be drawn up for all parties to sign. The staff will aim to ensure the safe storage of these keys are all times.

When entering a young persons/young adults home the member of staff will knock and wait for someone to answer the door, unless it states otherwise in the service user plan.

### Equal Opportunities

R.O.C. (Northwest) Ltd are committed to ensuring equality of opportunities, anti-discrimination and anti-racism and draw attention of the staff and residents, families and referring authorities to our Equal Opportunities Policy in our Policies and Procedures file.

R.O.C. (Northwest) Ltd require individuals to promote equality of opportunity, anti-discrimination and anti racism. This should be placed at the heart of good practise at R.O.C. (Northwest) Ltd and it is the duty of everyone to report or correct any discriminatory practise they observe.

## Basic Information (continued)

### Key contract terms and conditions

- Each service user / authority is provided with a written contract provided by R.O.C. (Northwest) Ltd within seven working days of the service commencing.
- Each party are required to provide 28 days notice if wishing to terminate the contact.
- If a service is agreed then the Social Services Department, family, and the NHS Trust will be required to complete all the necessary documentation.

### Details of Insurance cover

R.O.C. (Northwest) Ltd has ensured that there is adequate insurance cover for providing domiciliary care to young people/young adults. Copies of which can be seen at the registered office.

## Basic Information (continued)

### Complaints

R.O.C. (Northwest) Ltd provide a professional, caring service to young people and their families. It would be naïve to believe that no problems or incidents will occur during placement. It is important that the young people can voice a complaint about any issues they may have with the service.

Details of our complaints procedure are made available to the young person and their family or representatives during the planning and admission process.

Information on how to make a complaint is given to each service user in their information booklet, which they are given during the admission process.

A list of contact numbers can be found the final page.

### Quality Assurance process

#### Inspection Unit

Our local inspector from the Commission for Social Care Inspection has the legal responsibility to inspect R.O.C. (Northwest) Ltd on a yearly basis to monitor the quality of service being offered and to ensure that the service is run in accordance with all relevant regulations.

#### Evaluation records

R.O.C. (Northwest) Ltd send out evaluation forms on a six monthly basis to the service user and or their family to request that they comment on the service we provide.

## Basic Information (continued)

### Annual visit

The registered manager or senior manager will visit the service user and or their family in person on a yearly basis to discuss the provision and how the service is being delivered.

### Inspect our service yourself

Before you make a referral or if you are a parent looking for a domiciliary care service please feel free to visit our office at Yealand Suite, Clawthorpe Hall Business Centre, Burton, Carnforth, Lancashire, LA6 1NU and talk to us about the services we can provide.

## **Basic Information (continued)**

### **Who to contact?**

#### **Commission for Social Care Inspection**

Lead Inspector  
Commission for Social Care Inspection  
2nd Floor  
Unit 1, Tustin Court  
Portway  
Preston  
PR2 2QY

Telephone: 01772 730100

#### **Social Services**

County Offices  
Kendal  
Cumbria  
LA9 4RQ

Telephone: 01539 773300

White Cross  
Quarry Road  
Lancaster  
LA1 4XQ

Telephone: 01524 66246

Morecambe Bay Primary Care Trust  
Trust HQ  
Tenterfield  
Brigsteer Road  
Kendal  
Cumbria  
LA9 5EA

Telephone: 01539 797800

General Social Care Council  
Goldings House  
2 Hay's Lane  
London  
SE1 2HB

Telephone: 0207 397 5100