



Trident Reach

PART OF TRIDENT GROUP

STATEMENT OF PURPOSE



DOMICILARY CARE / HOME CARE SERVICES

TRIDENT REACH THE PEOPLE CHARITY



SECTION 1: MEET THE TEAM

ORGANISATION DETAILS

Our Name:	Trident Reach the People Charity
CQC Provider ID:	1-131464550
Legal Status:	Charitable Organisation

ORGANISATION REGISTERED ADDRESS

Our Address	Fairlie House Trident Close Erdington Birmingham West Midlands B23 5TB
Business Telephone	0121 633 4633
Website	www.tridentgroup.org.uk

NOMINATED INDIVIDUAL



Name:	Helen Litherland
Role:	Executive Director of Housing, Care and Support
Contact Number:	0121 633 4633
Email:	helenl@tridentgroup.org.uk

SENIOR MANAGEMENT



Name: Andrea Hughf
Role: Head of Social Care and Inclusion
Contact Number: 0121 633 4633
Email: andrea.hughf@tridentgroup.org.uk

OPERATIONAL MANAGEMENT



Name: Shah Momin
Role: Area Manager for CQC Services
Interim Registered Manager for Trident Reach
Domiciliary Care – Birmingham Branch
Contact Number: 0121 633 4633
Email: shah.momin@tridentgroup.org.uk

CENTRAL OFFICE INFORMATION

Our service provides 24 hours a day; 365 day a year that meets the individual customer's needs. Trident Reach Head Office opening times are:

Monday to Friday – 09:00am to 5:00pm.

During the above times you are able to contact the office on 0121 633 4633 or 0121 226 5800.

Outside of these working hours, Trident Reach operates an On Call Management Service for each region

SECTION 2: OUR AIMS AND OBJECTIVES

PURPOSE OF DOCUMENT

This document will provide you with a summary about Trident Reach's Domiciliary Care Services.

We offer you an insight into our aims and objectives and our person centered approach to deliver a meaningful service to each individual customer that is designed to have a positive impact in enabling independence to be maintained and improved.

ORGANISATIONAL INFORMATION

Trident Reach is part of a group structure comprising of Trident Housing Association as our parent company and three other companies.

We are much more than a care and support provider. We are a social business geared up to provide real life choices.

OUR VISION, MISSION, AND VALUES

Trident Reach is a people first organisation working with customers and communities to maximise positivity, independence, and participation. Trident Reach is a registered care and support charity and sits under the Trident Group structure.

Our Vision

- To work as a Beacon of Hope for those most in need.
- To develop and shape housing and support services which respond to the needs and improve the life chances of the most vulnerable.
- To transform lives, finding better solutions to help and support.

Mission

- To be at the forefront of delivering integrated housing and care and support services.
- To work with local authority partners to provide services which meet the needs of vulnerable individuals and the wider community.
- To be sustainable charitable business, operating good practice in terms of people, property, and financial management.

Values

Being a beacon of hope carries many responsibilities but most important of these are trust, openness, and integrity.

SECTION 3: OUR LOCATIONS, THE TEAMS AND REGULATED ACTIVITY

REGISTERED LOCATION INFORMATION

Name of Location	Trident Reach Domiciliary Care – Birmingham Branch
Address	Cherish House 97 Bradford Street Digbeth Birmingham, West Midlands B12 0PW
Telephone	0121 226 5800
Out of Hours	07919690605 / Chinese Services: 07734883328
Email	DomCareEnquires@tridentgroup.org.uk

Description of Registered Office Location

Our office premises is based within Cherish House which is owned by Trident in central Birmingham which is easily accessible by public transport.

Our main office is based on the ground floor with another office on the 4th floor which can be accessed via a lift or stairs.

Our offices provide suitable space to support the running of our domiciliary care provision and are secured to support compliance with safe and secure information.

Customer Group

We provide care and support to a range of people with a specialism of working with adults from 18 years old and over. We work with the following customers:

Learning Disabilities, Physical Disabilities, Mental Health, Older adults, and Chinese Elder community

Regulated Activity

The type of service provided from this location is **Domiciliary Care and Supported Living**, providing **Personal Care** regulated activity.

The **Registered Manager** for this location is **Shah Momin**

Area of Operations

We provide Domiciliary Care across Birmingham, West Midlands, who we support both local authority, health, and private funded customers.

We also provide a **supported living environment** that provides domiciliary care to individuals with a Learning Disability which comprises of 12 self-contained one-bedroom flats at **Bucklands End, 15 Colehall Lane, Birmingham B34 6HL**.

MEET THE TEAM – BIRMINGHAM BRANCH



Name: Camille Morgan
Role: Registered Manager
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Name: Anna Nip
Role: Team Manager (Chinese Elders specialist)
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Name: Sharalee Cotterell
Role: Team Manager
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Name: Sophie Thompson
Role: Team Manager
Contact Number: 0121 226 5800
Email: sophie.thompson@tridentgroup.org.uk

REGISTERED LOCATION INFORMATION

Name of Location	Trident Reach Domiciliary Care – Dudley and Wolverhampton Branch
Address	Meeting House (First Floor) Meeting Street, Wednesbury, WS10 7PS
Telephone	0121 226 5822
Out of Hours	07554459498
Email	DomCareEnquiries@tridentgroup.org.uk

Description of Registered Office Location

Our office situated in meeting house, which is on meeting street Wednesbury and is easily accessible by private or public transport.

Our office is based on the first floor and can be accessible via stairs. We have access to a meeting room downstairs to use as and when basis.

Our offices provide suitable space to support the running of our domiciliary care provision and are secured to support compliance with safe and secure information.

Customer Group

We provide care and support to a range of people with a specialism of working with adults from 18 years old and over. We work with the following customers:

Learning Disabilities, Physical Disabilities, Mental Health, Older adults, and Chinese Elder community

In Wolverhampton we provide a **short breaks** provision to children from 0 years old to 18 years old with **learning disabilities**.

Regulated Activity

The type of service provided from this location is **Domiciliary Care and Supported Living** providing **Personal Care** regulated activity.

The **Registered Manager** for this location is **Maha Mustafa**.

Area of Operations

We provide Domiciliary Care across Dudley and Wolverhampton, West Midlands, who we support both local authority, health, and private funded customers.

We also provide a **supported living environment** that provides domiciliary care to individuals with a Learning Disability which comprises of **3 shared houses, 44 Cot Lane, Kingswinford, DY8 5PR, 1-4 Kempton Way, Stourbridge, DY8 2DE, and 40 Vicarage Road, Stourbridge, DY8 4JE**.

MEET THE TEAM – DUDLEY AND WOLVERHAMPTON BRANCH

Name: Maha Mustafa
Role: Registered Manager
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Name: Gemma Cartwright
Role: Team Manager
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Name: Donna Griffiths
Role: Team Manager
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Name: Vacant
Role: Team Manager
Contact Number: 0121 226 5822
Email:

Name: Emma Hill
Role: Admin
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SECTION 4: OUR PROVISION

What we provide...

Our regulated activity is **PERSONAL CARE** from both our locations. This includes:

Dietary, Nutrition and Hydration support – meal and drink preparation and management,

Personal Care support, - dressing/undressing, personal support, and other aspects of personal care,

Medication support – administration, medication management, guidance, and skill development,

Household support – housework tasks, laundry, managing tenancy, reporting repairs,

Community Involvement support – access community amenities, shopping, community & leisure activities,

Financial support – budgeting, benefit support and paying personal bills,

Support with accessing **training, education, voluntary work** or to **gain employment**,

Social Skills – social involvement, developing social confidence and awareness, travel training.

We offer you an insight into our aims and objectives and our person centered approach to deliver a meaningful service to each individual customer that is designed to have a positive impact in enabling independence to be maintained and improved.

As part of our service, we will:

- Carry out a needs and risk assessment to identify what your care and support needs are
- Provide a personalised care and support plan which details how we will support you to meet your care needs,
- Provide a risk assessment that incorporate as positive risk management plan,
- Carry out an annual care review with you and your personal representatives.

We are here to support people to live their life in a way that they want. We are committed to ensuring that as our customer you have a choice in how we deliver the service and actively shape its future direction.

We will do this:

- By listening to you
- By respecting your culture and beliefs
- By treating you fairly and with dignity
- By helping you to be in charge of your life
- By being open and transparent at all times with you
- By working with you to find answers to your concerns and difficulties
- By telling you what we are doing
- By learning to do things better

We will help you to:

- Make decisions about your life
- Feel safe and secure
- Meet new people and try new things
- Have the same rights and responsibilities as everyone else
- Choose staff to work with you that you can trust

We provide high quality reliable care and support to you in your own home at the times you most need it, our staff are sensitive and empathetic to your needs, and we aim to preserve your dignity and privacy to the highest standards at all times.

Our approach to assisting you with all your support needs is flexible and empowering. We will support you by offering a range of services that you may require to promote your independence and citizenship.

These services range from the tasks described below and any others which may be identified through a person centered assessment.

- Assistance with personal care,
- Health promotion, including support to attend appointments,
- Community engagement,
- Education /Training / Employment opportunities,
- Cleaning, laundry, or other domestic tasks,
- Meal preparation,
- Sitting with or accompanying to appointments/outings,
- Supervision of medication to full medication support,
- Assisting you with your finances,
- Night support,
- 24-hour support.

Under the remit of Personal Care, we also provide Supported Living. Our provision is setup to provide the right support, right care, right culture that ensures that we deliver our care services in a way that promotes independence, inclusion, and the overall well-being of individuals.

Right Support: we provide person-centered, tailored support that encourages independence and choice with a focus on enabling individuals to live as independently as possible and to engage in community activities.

Right Care: our approach is compassionate and dignified, with a focus on achieving positive outcomes for individuals. Our staff are trained to provide high-quality, respectful, and responsive care.

Right Culture: Our service promotes a culture of inclusivity and respect. We foster an environment where individuals feel valued, and their rights are upheld.

Our service provision emphasises personalised care that respects individual needs and promotes independence. We work with individuals in supported living settings to ensure they have real tenancy rights, giving them control over their living arrangements. Our staff are trained to understand and implement the **Real Tenancy Test**, ensuring that individuals have the same rights and responsibilities as other tenants. In partnership with our housing partner under the Trident umbrella, we integrate this approach into our housing offer and lettings procedures. Since the early 2000s, we have successfully applied the Real Tenancy Test in our supported living schemes, ensuring individuals have choice and control over their housing.

We are **contracted by Birmingham and Dudley local authorities** in running of our supported living services as a registered supplier providing services in line with contract requirements under their commissioning that meets local needs and priorities. We continue to have regular communication with local commissioning teams providing reports, key performance indicators and annual self-assessments in line with commissioned contract requirements.

Our leadership team has over 15 years of combined experience in directing and managing a variety of adult social care service including, home support, and supported living services. This includes overseeing daily operations, staff management, compliance with regulatory standards, and implementing person-centered care plans.

We pride ourselves on providing ‘**Good**’ Home Support and Supported Living Services, we do this by:

Person-Centered Support: Each individual receives support tailored to their unique needs, preferences, and goals.

Independence: Individuals are supported to live as independently as possible, making their own choices and managing their daily lives.

Community Integration: Customers are encouraged and supported to engage with their local communities, participate in activities, and build social networks.

Quality of Life: Focus on improving the overall well-being of individuals, including their physical, emotional, and social health.

Dignity and Respect: Every individual is treated with dignity and respect, ensuring their rights are upheld.

Safety and Security: Robust safeguarding measures are in place to protect individuals from harm and ensure a safe living environment.

Skilled and Compassionate Staff: Staff are well-trained, knowledgeable, and empathetic, providing high-quality support and building trusting relationships with service users.

Continuous Improvement: Regular feedback from service users, families, and stakeholders is used to continually improve the service.

SECTION 5: OUR ROLES AND RESPONSIBILITIES

Our staff...

We recognise that for most customers the important people in our organisation are our staff with whom you will have regular contact.

We take great pride in our recruitment and selection process; this enables us to ensure that we get the quality and values that we and you our customers are looking for and through our in-depth recruitment assessment we aim to recruit these qualities and people who share our values.

Our staff comprises individuals with extensive backgrounds in health and social care, specifically in supported living settings. Many have qualifications such as NVQs in Health and Social Care, and several years of hands-on experience. Continuous professional development is a priority, with regular training sessions on best practices, safeguarding, and person-centered care.

We also provide training and development to our workforce and regular supervision. Each staff member is required to complete our mandatory training and we ask that they attend relevant specialist training to meet customer requirements.

Our staff team has a wide range of qualifications which are identified below,

- Diplomas in Health and Social Care
- Safeguarding / DOLS / Mental Capacity
- Positive Risk Management / Positive Behaviour Support
- Health and Safety / Food Hygiene / Fire Prevention / Infection Control
- Manual Handling / First Aid
- Medication Training
- Person Centered Training / Communication
- Equality and Diversity Training
- Autism Awareness / Mental Health Awareness / Learning Disability Awareness

All staff members take part in the supervision and appraisal processes.

