STATEMENT OF PURPOSE

DOMICILIARY CARE SERVICES

TRIDENT REACH THE PEOPLE CHARITY
Purpose of Document

This document will provide you with a summary about Trident Reach’s Domiciliary Care Services. It offers you an insight into the values, the aims of the service 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.

Charity 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 Aims:

Trident Reach aims to support people and communities to:
- exercise choice and maximum control over their own lives and communities;
- have access to training, education or work-like activities to live independently;
- participate as active and equal citizens both economically and socially;
- develop social contacts and access leisure activities to help reduce the effects of isolation and achieve community integration;
- develop social enterprises to enable people and communities to enhance their own economic situations and contribute to the local economy.

Our Objectives:

- To create an atmosphere that embraces and promotes peoples’ diversities, with staff who are trained and knowledgeable in encouraging individuals to have the opportunity to be self-expressive within their personal living environment.
- To facilitate and encourage the involvement of family, friends and advocates.
- Work to care and support best practices that are compliant with all legislative and regulative requirements and delivered in a manner that positively makes a dignified difference to individuals.
- All staff will work to care and support individuals to maintain and develop their independent skills and empower them to become involved within the community they live in.

Our Values:

- Respect
- Equality
- Accountability
- Cooperation
- Honesty

Our Mission

“To work in partnership to make the hopes, dreams and aspirations of all who access and work in our services a reality, enhancing quality of life, retaining dignity and treating others with respect…”
Our Team

Fit and Proper Persons
Our Lead Officers are checked and monitored to ensure that they are fit and proper to carry out such a role.

The Nominated Individual:
The person registered with the Care Quality Commission as the Registered Provider for Trident Reach is:

David Jones
Director of Housing and Social Care
Telephone No: 0121 633 4633
Email: david.jones@trident-ha.org.uk

Central Services Management
Head of Social Care and Inclusion
The overall management of all registered care locations for Trident Reach:

Joanne Spence
Address: St Phillips Community Hub
153 Hagley Road, Birmingham
B16 8US
Telephone No: 0121 226 5800
Email: joannesp@reachthecharity.org.uk

Head of Community Services
Birmingham, Solihull, Dudley, Wolverhampton, Worcester & Sandwell:
The person who oversees all the Domiciliary Care Services within Trident Reach:

Andrea Hughf
Address: St Phillips Community Hub
153 Hagley Road, Birmingham
B16 8US
Telephone No: 0121 226 5800 Ext: 1431
Email: andreah@reachthecharity.org.uk

Central Office
Our Domiciliary Care Services provides 24 hours a day; 365 day a year that meets the individual customer’s needs. The Charity Head Office opening times are:

- Monday to Thursday - 8:30am to 6:00pm
- Friday – 8:30am 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.
Location: Birmingham, Bucklands End, Solihull & Worcester

Our services provide a range of care services to individuals within the own homes. Our services operate in line with customer requirements. Our Birmingham provision caters for individuals from the age of 0 years and upwards, and Solihull, Worcester and Bucklands provision caters for individuals from the age of 18 years and upwards. We specialise in Learning Disabilities, Mental Illness, Physical Disabilities, Autism Spectrum, Older adults, Dementia and Chinese Elder community.

Bucklands End is a supported living environment that provides domiciliary care to individuals with a Learning Disability and comprises of 12 self-contained one bedroom flats.

Registered Manager
Birmingham, Solihull, Worcester
Vanessa Lewis
Address: St Phillips Community Hub
153 Hagley Road, Birmingham, B16 8US
Telephone No: 0121 226 5800 Ext: 1429
Email: vanessal@reachthecharity.org.uk

Service Manager – Zone 1 Chinese Service & Solihull:
Anna Nip
4th Floor Cherish House
97 Bradford Street, Digbeth, Birmingham, B12 0PW
Telephone No: 0121 226 5800 Ext 1478
Email: annan@reachthecharity.org.uk

Team Manager – Zone 2: South Birmingham
Rubel Islam
Address: St Phillips Community Hub
153 Hagley Road, Birmingham, B16 8US
Telephone No: 0121 226 500 – Ext 1429
Email: rubel.islam@reachthecharity.org.uk

Team Manager – Zone 3 North Birmingham:
Shah Momin
Address: St Phillips Community Hub
153 Hagley Road, Birmingham, B16 8US
Telephone No: 0121 226 5800 Ext: 1423
Email: shah.momin@reachthecharity.org.uk

Team Manager: Zone 4 Bucklands End, Birmingham
Jemma Follows
Address: St Phillips Community Hub
153 Hagley Road, Birmingham, B16 8US
Telephone No: 0121 226 5800 Ext: 1430
Email: jemma.follows@reachthecharity.org.uk

Senior Community Care Worker – Birmingham & Worcester
Zoehib Iqbal
Address: St Phillips Community Hub
153 Hagley Road, Birmingham, B16 8US
Telephone No: 0121 226 5800 Ext: 1430
Location: Dudley, Wolverhampton, Sandwell

Our services provide a range of care services to individuals within the own homes. Our services operate in line with customer requirements.

Our Dudley & Wolverhampton provision caters for individuals from the age of 18 years and upwards with our Sandwell and Wolverhampton provision short breaks provision from 0 years to 18 years.

We specialise in Learning Disabilities, Mental Illness, Physical Disabilities, Autism Spectrum and Older adults.

Registered Manager
Dudley, Wolverhampton and Sandwell
Sophia Bounia
Address: Floor 2, South Wing, DBH Building, Burnt Tree, Dudley, DY4 7UF
Telephone No: 0121 226 5800 Ext: 1497
Email: sophia.bounia@reachthecharity.org.uk

Team Manager: Zone 1&2 Dudley
Tracy Lunn
Address: Floor 2, South Wing, DBH Building, Burnt Tree, Dudley, DY4 7UF
Telephone No: 0121 226 5800 Ext: 1498
Email: tracy.lunn@reachthecharity.org.uk

Team Manager: Zone 2&3 Dudley
Annette Robson
Address: Floor 2, South Wing, DBH Building, Burnt Tree, Dudley, DY4 7UF
Telephone No: 0121 226 5800 Ext: 1498
Email: annette.robson@reachthecharity.org.uk

Team Manager: Wolverhampton Adults & Children
Leanne Roberts
Address: Floor 2, South Wing, DBH Building, Burnt Tree, Dudley, DY4 7UF
Telephone No: 0121 226 5800 Ext: 1500
Email: leanne.roberts@reachthecharity.org.uk

Team Manager: Sandwell Children
Currently Vacant
Address: Floor 2, South Wing, DBH Building, Burnt Tree, Dudley, DY4 7UF
Telephone No: Email:

Senior Community Care Worker - Dudley
Rebecca Barker
Address: Floor 2, South Wing, DBH Building, Burnt Tree, Dudley, DY4 7UF
Telephone No: 0121 226 5800 Ext: 1500
Email: rebecca.barker@reachthecharity.org.uk
Regulated Activities:

- **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
- **Enablement support**

As part of our service we will carry out:

- A person centred needs assessment
- Provide a personalised care plan
- Positive risk management assessments
- Medication risk assessment
- An annual service review

What services we offer:

We provide a range of services catering for people at risk. We are able to provide support to both adults and children within our services in Birmingham, Dudley and Wolverhampton, adults only in Solihull.

Who we can support:

We currently offer support for the following customers with support needs:

- Learning Disability
- Mental Health Needs
- Older Adults
- Specialist Chinese Service
- Physical disability
- Younger Adults
- Children

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.

- Getting out of bed and dressing
- Undressing and going to bed
- Washing
- Assistance with personal care
- Health promotion
- Support to attend appointments
- Community engagement
- Education / Training / Employment opportunities
- Cleaning, laundry or other domestic tasks
- Meal preparation
- Shopping
- Sitting with or accompanying to appointments/outings
- Supervision of medication
- Medication Support
- Assisting you with your finances
- Night support
- 24-hour support

Wolverhampton / Sandwell

- Short Breaks
- Buddying service
- Transitioning (child to adult)
Our Community Care Workers:

We recognise that for most customers the important people in our Charity are the Community Care workers 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 assessment centre’s we aim to recruitment these qualities and people who share our values.

We also provide a person centered approach to training, developing and supervising our staff. 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
- Safe Guarding / 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
- Makaton / PECS / Communication
- Equality and Diversity Training
- Autism Awareness / Mental Health Awareness / Learning Disability Awareness
- Record Keeping Training

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

Trident Reach’s Details:

The Domiciliary Care office opening times are:

- Monday to Thursday - 8:30am to 5:30pm
- Friday – 8:30am to 5:00pm

During the above times you are able to contact the office with the numbers provided in our leaders section.

Outside of these working hours, Trident Reach provides an emergency on-call service which customers of the Domiciliary Care Services can use.

On-Call Numbers

Birmingham / Solihull / Worcester: 07919690605
Chinese Services: 07734883328
Dudley / Wolverhampton / Sandwell: 07554459498
“We actively encourage our customers to be involved in all aspects of our charity”

Choice:
We aim to support customers to make their own decisions in all aspects of their lives, in the following ways:
- By encouraging customers to make their own choices about who cares and supports them.
- By ensuring the customer is at the centre of their care and support service and for them to shape the service they receive.
- By involving customers in every aspect of the charity through the charity’s governance structure.

Civil Rights:
We aim to help our customers to increase their awareness of their rights in the following ways:
- Providing information in an accessible format that informs clearly how to complain or provide feedback on our services.
Encourage our customers to make full use of all services that truly represents their community and promotes inclusion.

Dreams:
We support our customers to realise their dreams, aspirations and abilities in all aspects of their lives. We seek to assist customers in the following ways:
- Rising awareness of each customers wishes, by understanding their individual histories and characteristics.
Being aware of the customer’s cultural, religious, dietary, gender, sexual, orientation, political beliefs and disabilities

Governance:
We encourage our customers to be involved in every aspect of the charity in the following ways:
- To provide an effective platform of representation where customers can chose to engage in the decision making processes that affect service delivery within Trident Reach - Domiciliary Care Services.
- To engage and ensure customer participation in the management of the operational business of Domiciliary Care Services.
- To ensure that there is a formal and democratic process which ensures that customers can become engaged with the governance of the charity at the highest levels.
Your Privacy & Your Rights

Customers’ Rights:
We place the rights of our customers at the forefront of our Domiciliary Care Services. It is best practice for individuals to be enabled to express and exercise their rights.

Privacy:
We strive to retain as much privacy as possible for our customers in the following ways:
- Giving care and support to personal situations as discreetly as possible.
- Guaranteeing customers privacy when using the telephone, opening and reading post and communicating with friends, relatives or advisers.
- Ensuring confidentiality of information the charity holds about customers. Trident Reach is signed up to the Information Sharing Protocol and has full data protection accreditation.

Dignity:
Disabilities quickly undermine dignity, so we try to preserve respect for our customers’ intrinsic value in the following ways:
- Treating each customer as a valued unique individual.
- Supporting customers to present themselves to others as they wish through their own clothing, personal appearance and behavior in public.
Tackling any stigma which our customers may suffer and raising awareness of mental health and learning disabilities issues in a positive way.

Independence:
All customers are encouraged to maintain as much independence and individuality as possible in the following ways:
- Encouraging our customers to retain their own personal care, independent interaction with others, and carrying out daily tasks.
- Helping customers take reasonable and fully thought out risks.
- Promoting opportunities for customers to create and maintain relationships in and out of the local community.
- Encouraging customers to have access to and contribute to records of their own care and support. All customers receive a copy of their own care plan.

Access to Records:
The Data Protection Act 1998 gives the customer the right to see information that we hold about them. The customer has to give written permission to the carer or representative on their own behalf to see the information we have.
We provide the highest quality care services and to do this we give priority to a number of areas relating to the operation of Domiciliary Care within Trident Reach.

**Domiciliary Care Services**

We draw on expert professional guidelines for the services within the charity. In pursuit of the best possible care and support we do the following:

- Produce with and for each customer a person centered care plan, based on completing a thorough assessment of need. This involves the customer and others they wish to be involved in all aspects of their care needs. This will be fully implemented and regularly reviewed.
- Compiling a detailed risk management plan, which ensures that decisions made by customers are safe and risks are reduced and managed appropriately.
- Take steps to safeguard the customer’s privacy and dignity in all aspects of the delivery of Domiciliary Care.
- Treat with special care customers who may be dying, and sensitively support them and their relatives.

**Complaints and Protection Safeguarding**

At Trident Reach we believe that it is the responsibility of everyone working with vulnerable adults and children to be able to recognise possible and actual instances of abuse and to address these effectively as part of their core responsibilities.

We want to provide the best possible service. As we provide a wide range of services to a diverse customer group we know things don’t always go the way we plan them and customers and stakeholders may become dissatisfied. We value your views, ideas and suggestions and will:

- Provide and operate a person centered complaints procedure.
- Take all necessary actions to protect the customer’s legal rights.
- Make all possible efforts to protect customers from every form of abuse and raise awareness with customers and staff.
- To ensure that both customers and staff have an understanding of all safe guarding policies.
- To advocate on behalf of customers should they be dissatisfied with the service they are receiving.
- Our policies provide a framework in which we shall respond to any complaints received within specified timescales.
Complaints Procedure

Problem Solving:
If you are unhappy with our services, you should either speak to the manager or complete appropriate form.
When you have talked things over, you may be satisfied with the outcome. If not, you may want to make a formal complaint.

Independent Investigation:
Tell the manager that you want to make a formal complaint.

Or
Write a letter to the Complaints Officer:

Gillian King
Address: Fairlie House, Erdington, B23 5TB
Telephone number: 0121 226 5800 Ext: 1417
Or via our website:
www.reachthecharity.org.uk/complaints-compliments

We take any complaints seriously.

We will:
- Treat all complaints individually
- Resolve complaint as quickly as possible
- Provide a clear explanation of our response
- Aim to respond to complaints within 20 working days (we will inform you of any delays)
- Use complaints for future reference

You can also contact:
Care Quality Commission
National Correspondence, Citygate, Gallowgate,
Newcastle upon Tyne, NE1 4PA
Tel: 03000 616171

Duty of Candour
We will be open about any mistake that is made, apologise and provide any support required.

Compliments:
It is important to let us know about things that are going well or how the service can be improved. It is always good to give positive feedback to staff. You can either follow the formal process or you could simply send a written letter to the manager of the Domiciliary Care Services or the Head of Operations for Community Service within Trident Reach.
Staffing
We are aware that Reach’s staff will play a very important role in the customer’s lives. To maximize this contribution, we will do the following:

- Employ staff members who are skilled and experienced in all areas of Domiciliary Care provision.
- Benchmark salaries to ensure that our staff members are paid fairly for the work that they do and attract the best applicants for vacant posts.
- Provide at all times an appropriate number of staff with qualifications in Health and Social care to ensure the contracts are being meet.
- Observe recruitment policies and procedures, which both respect equal opportunities and protect the customer’s safety and welfare.
- Provide our staff to a range of training, which is relevant to their role.
- Person centered staff support sessions / appraisals to offer guidance and support to develop practices and learn from things that have not gone well.

Management
We know that the leadership of the charity is critical to all its operations. To provide a leadership of the quality required, we will do the following:

- Employ Experienced and Qualified Managers
- Enable a management approach which creates an open, positive and inclusive atmosphere.
- Operate effective quality assurance and quality monitoring systems.
- Work to accounting and financial procedures, which safeguard customer’s interests.
- Supervise and appraise all staff and voluntary workers regularly and carefully
- Keep up-to-date ensuring accurate records on all aspects of the charity and the customers are available.
- Ensure that health, safety and welfare of customers and staff is promoted and protected.

Trident Reach was awarded Gold status Investors in People in 2009 and 2014.

Fees & Contracts

Our Fees
We accept referrals funded through the Local Authority, individuals in receipt of direct payments or those who wish to fund their care privately.

We offer a range of domiciliary care provision to people who live in their own homes. We have a menu of choice available which provides details of the services we provide. Our prices start from £12.00 per hour.

Please contact our offices for further information where we can provide you with an estimated cost of your care service.

Contract of Service
On receipt of any care service with us we will provide you with a contract of service which clear sets out details of the service we aim to provide you, the cost of your service and all relevant information relating to our services.

We will conduct an assessment of your needs with you and the relevant parties of your choice – we will provide you the information about your care and how much your package of care will cost.

To organise an appointment to talk about your package of care, please contact one of our offices who will talk you through the process.

If we are unable to provide you with the service you require, we will signpost you to the relevant parties that could guide and support you.
Regulation of Trident Reach Domiciliary Care:
Trident Reach Domiciliary Care Services are regulated by the Care Quality Commission who is the independent regulator of health and social care in England. They regulate domiciliary care provided by ourselves, NHS, local authorities, private companies and voluntary organisations. They aim to ensure high standards of domiciliary care are provided for everyone.
If you wish to learn more about the Care Quality Commission or view our inspection reports please visit: www.cqc.org.uk

Our Ratings:
Birmingham & Solihull Domiciliary Care - We were inspected in November 2016

Overall rating for the service  GOOD
Is the service safe?  Good
Is the service effective?  Good
Is the service caring?  Good
Is the service responsive?  Good
Is the service well-led?  Good

Stakeholder Comments:
"I need to feel safe with my carers especially while we are out. And I do."
"Staff would sometimes stay longer than planned if needed. They told us, "I am never rushed; the carers leave when they leave."

“Staff had provided encouragement and had helped develop their confidence. "They make something impossible; possible. I now go to the gym regularly. I wouldn't have done that twelve months ago."
**Our Ratings**

**Dudley & Wolverhampton Domiciliary Care - We were inspected in November 2015**

<table>
<thead>
<tr>
<th>Overall rating for the service</th>
<th>GOOD</th>
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</thead>
<tbody>
<tr>
<td>Is the service safe?</td>
<td>Requires improvement</td>
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<tr>
<td>Is the service effective?</td>
<td>Good</td>
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<tr>
<td>Is the service well-led?</td>
<td>Good</td>
</tr>
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**Stakeholder Comments:**

A person told, “The staff I have are fantastic, so far so good”.

A relative told us, “My relative has been receiving support for a number of years from various services and I am absolutely delighted with the staff; the care has never been so good”.

A relative told us, “The carers are wonderful, they go out of their way to help; ‘A’ cannot verbalise if anything is wrong but they wouldn’t accept support unless they are happy with the way it’s done”.

Another relative told us, “I couldn’t do their job; they have so much patience and understanding”.

**Trident Reach Statement:**

Trident Reach are one of the leading social investment charities in the Midlands, dedicated to supporting & caring for vulnerable individuals and the communities in which we are based. For further information please visit our Web site: www.reachthecharity.org.uk

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**Trident Reach Birmingham/Solihull/Worcester**

St Phillips Community Hub  
Newman Building, 154 Hagley Road  
Birmingham, B16 8US  
Telephone: 0121 226 5800  
E-mail: info@reachthecharity.org.uk

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**Trident Reach in Dudley/Wolverhampton/Sandwell**

Office 201, 2nd Floor South Wing  
Burnt Tree, Dudley, DY4 7UF  
Phone: 0121 226 5822  
E-mail: info@reachthecharity.org.uk

If you wish to receive this documentation in a different format or language, please request a copy by contacting the relevant office locations who will happily provide you with this.

Our ratings are clearly displayed in our local registered offices.

Details can also be found on our Website.