



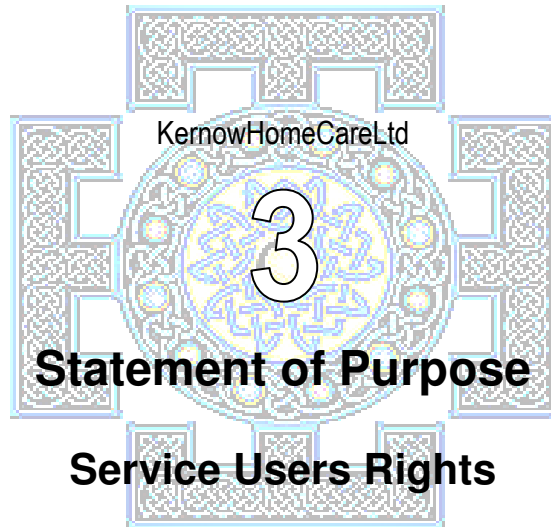
**This document summarises information about Kernow Home Care Ltd for the users of our service, people who are considering using our service, and friends, relatives, carer's and representatives of users and potential users.**

**As originally part of Benoni Nursing Home. It was only natural to extend our excellent caring standards into the community, and maintain our philosophy 'locals caring for locals'.**

**Kernow Home Care aims to provide care and support for the people who cannot wholly look after themselves. We provide our service in your own home, at times convenient to you, in ways you find most agreeable. We have sound principles for the way we run our service. Central to these it is our belief that the rights of service users are paramount.**



1. To focus on service users. We aim to provide personal care and support in ways that have positive outcomes for service users and promote their active participation.
2. To ensure that we are fit for our purpose. We examine our operations constantly to ensure that we are successfully achieving our stated aims and purposes. We welcome feedback from our service users and their friends and relatives.
3. To work for the comprehensive welfare of our service user's. We aim to provide for each service user a package of care that contributes to his or her overall personal and healthcare needs and preferences. We will co-operate with other services and professionals to help to maximise each service user's independence and to ensure as fully as possible the service user's maximum participation in the community.
4. To meet assessed needs. Before we provide services, we ensure that a potential service user's needs and preferences are thoroughly assessed. In this aim the service provided by Kernow Home Care Ltd is re-assessed frequently and that the care and the support provided meets the re-assessed needs.
5. To provide quality services. Kernow Home Care Ltd is committed to providing top quality services and to continuous improvement in the level of care provided.
6. To employ a quality workforce. Standards for our managers and staff are based on the national occupational standards for the care industry set by the National Training Organisation.



In the belief that all service users have a basic right to enjoy their lives to the full, the following rights are fundamental to our agency's work.

1. Staff will enter the service user's property and rooms within the property only with express consent.
2. A service user has the right not to have to interact with or be interrupted by a carer.
3. We respect the fact that a service user's possessions are private and always act in accordance with the principle that our carers are guests.
4. Our staff respects a service user's right to make telephone calls and carry out conversations without being overheard or observed by a carer.
5. We ensure that records of the service user provided are only seen by those with a legitimate need to know the information they contain.



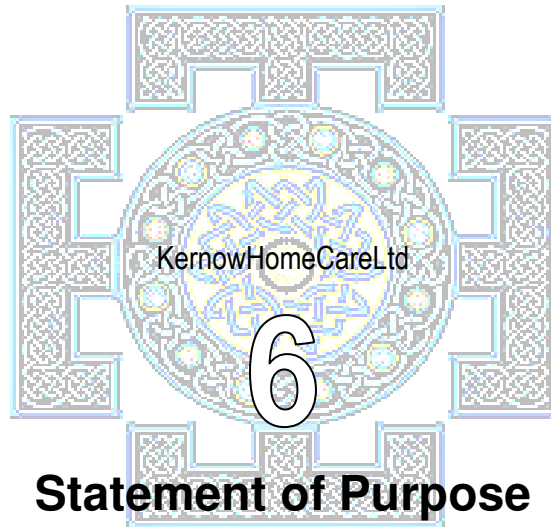
Recognising the intrinsic value of people as individuals and the specific nature of each person's particular needs. We aim to maximise our service user's dignity in the following ways:

1. We arrange for service user's who require personal care to be helped as is possible by the care worker of their choice.
2. We ensure if asked that service users receive the necessary assistance with dressing and maintaining their clothes.
3. We will try to provide help for service users with elements of their appearance so that they can present themselves as they would wish.
4. We aim to minimise any feelings of inadequacy, inferiority and vulnerability that service users may have arising from disability.
5. We treat service users with respect, addressing them and introducing them to others in their preferred style aiming to maintain relationships, which are warm and trusting but appropriate to the relationship of the carer to service user.



Having opportunity to think, plan, act and take sensibly calculated risks without continual reference to others. We help service user's to maintain their independence where possible rather than becoming totally dependant on care workers and others.

1. We encourage service user's to take as much responsibility as possible for their own healthcare and medication.
2. We involve service users fully in planning their own care, devising and implementing their care plans and managing records of care.
3. We work with carers, relatives and friends of service user's to provide as continuous a service as is feasible.
4. We aim to create a climate in the delivery of care and to foster attitudes in those around a service user that focus on capacities rather than on disabilities.



## Statement of Purpose

### Security

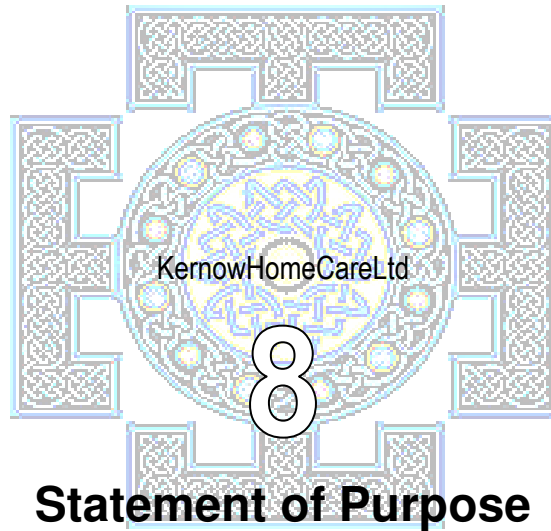
We respond to our service users' need for security in the following ways:

1. We try to make sure that help is tactfully at hand when a service user needs or wishes to engage in any activity that places them in situations of substantial risk.
2. We hope to help to create a physical environment that is free from unnecessary sources of danger to vulnerable people or their property.
3. We always carry out thorough risk assessments in relation to premises, equipment and the activities of the service user.
4. Our staff will advise service users about situations or activities in which their disability is likely to put them or their property at risk.
5. The staff of our agency are well selected, trained and briefed to provide services responsibly, professionally and with compassion and never to exploit their positions to abuse a service user.



We aim to help our service user's to continue to enjoy their civil rights in the following ways:

1. If service user's wish to participate in elections, we will try to assess the necessary information and either provide or obtain any assistance that they need to vote.
2. We want to help our service user's to make full use of as wide a range as possible of public services, such as libraries, education and transport.
3. We will encourage our service user's to make full use of health services in all ways appropriate to their medical, nursing and therapeutic needs.
4. We will provide easy access for our service user's and their friends, relatives and representatives to complain about or give feedback on our services.
5. If we can, we will support our service users in their participating as fully and diversely as they wish in the activities of their communities through voluntary work, religious observance, involvement in associations and charitable giving.



### Choice

Choice consists of the opportunity to select independently from a range of options. We will respond to our service users' right to choice in the following ways:

1. We avoid a pattern of service delivery that leads to compulsory timings for activities like getting up and going to bed.
2. We will manage and schedule our services so as to respond as far as possible to service users' preferences in regard to the staff who they feel most comfortable.
3. We respect service users' eccentricities, personal preferences and idiosyncrasies.
4. We hope to cultivate an atmosphere and ethos in our service delivery that welcomes and responds to cultural diversity.
5. We encourage service users to exercise informed choice in their selection of the organisation who provide them with assistance.



### Fulfillment

Fulfillment has been defined as the opportunity to realise personal aspirations and abilities. We respond to service users' right to fulfillment in the following ways:

1. We try to help service users to participate in as broad a range of social and cultural activities as possible.
2. If requested, we will assist a service user to participate in practices associated with religious or spiritual matters and to celebrate meaningful anniversaries and festivals.
3. We aim to respond sensitively and appropriately to the special needs and wishes of service users who wish to prepare for or are close to death.
4. We make particular efforts to understand and respond to the wish of any service user to participate in minority-interest events or activities.
5. We will do everything possible to help a service user who wants to achieve an unfulfilled task, wish or ambition before the end of their life.

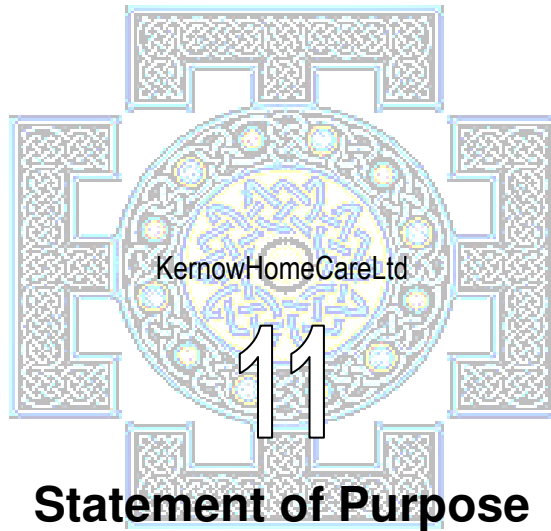


## **Statement of Purpose**

### **Services provided by Home Care Services**

Kernow Home Care Ltd provide the following services. Getting up or going to bed

- We provide care in the community for our ageing population or people who have difficulty in managing some daily tasks, our aim is to enhance quality of life and assist people to remain independent.
- A carer will call at a pre- arranged time for the purpose you require
- Calls will last from 15 minutes up to 1, 2 or more hours depending on what you require.
- Assistance with personal care, bathing and dressing
- Preparation of meals
- Help with domestic chores and shopping trips
- Washing, Showering or Bathing
- Toileting
- Shopping
- Sit-in Service
- Sleep-in or Waking Night Service
- House Cleaning Service, either regular or one-off
- We cover most areas in West Penwith and have staff available
- Our service is for you ,we will do our absolute best to ensure we provide the service you need.



### Care Providers & Care Staff

**The Registered Provider:** Kernow Home Care Ltd  
Paul & Helen Hudson  
Unit A Penlee House  
Market Street  
St Just Cornwall  
TR19 7AH

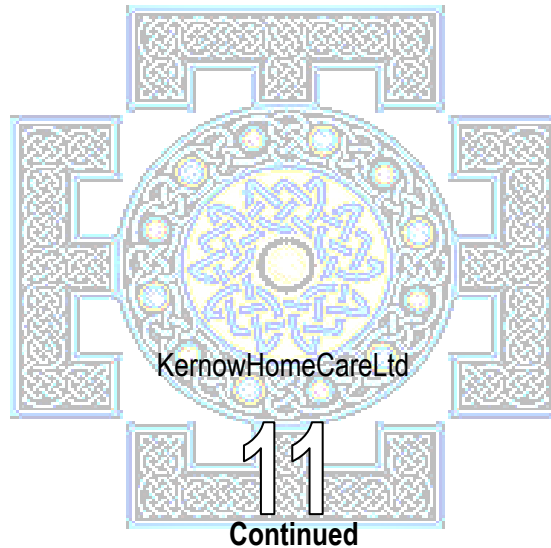
Helen is a qualified nurse with 20 years experience and has been involved in administration of the agency since its creation in April 2000. Paul has a degree in Business Studies and is involved in creating our software packages.

**Registered Manager:** Penny Cutter - NVQ 4 Qualified

C/O Kernow Home Care Unit A Penlee House  
Market Street St Just TR19 7AH

**Tel:** (01736) 787080 Fax: 01736 788433  
[www.kernowcare@aol.com](mailto:www.kernowcare@aol.com)

Penny has been involved with Kernow Home Care as a carer for many years and has worked her way up the ranks. She has proven to be most popular choice as manager both for staff and service users alike, with many compliments being attributed to Penny's caring, sincere and common sense approach.



## Care Providers & Care Staff

All of our staff are trained by us in manual handling, first aid, basic food hygiene and health and safety. Most are trained to NVQ Level 2 or 3 in caring. Some of our staff have many years of valuable experience in the caring profession. All our staff are checked by **Criminal Records Bureau (CRB)** to ensure there are no previous convictions.

All staff work to the Commission of Social Care Inspection requirements and the General Social Care Council codes of practice.



**In the first instance if you would like to file a complaint you may make a complaint to our Kernow Home Care Manager.**

Kernow Home Care Ltd  
Unit A Penlee House  
Market Street  
St Just  
TR19 7AH  
01736 787080

The Registered Manger will ensure all complaints are fully investigated and will inform the complainant of any actions and response within 28 days.

Records will be kept by the registered Manager of all complaints, outcomes and actions and will be supplied to the commission at its request of statement containing a summary of the complaints made in the previous 12 months.

Tracy Barnaby will review this policy

Review of this procedure

Name:

Date:

Policy Review Date: