

The logo for Leison Care Services (LCS) features the letters 'LCS' in a large, white, serif font against a dark blue background. The 'L' is tall and narrow, the 'C' is a large, rounded curve, and the 'S' is a tall, narrow curve. The letters are closely spaced and overlap slightly.

LEISON CARE SERVICES

# Statement of Purpose

## Organisation structure:

Leison Care Services Ltd  
Registered Service Provider

Carly Freeman Director

Emma Holland  
Responsible Individual / Financial Director

Aimee Terrar  
Registered Manager

Coordination Team & Client Administration

Senior Care Workers  
Care Workers

Office & HR Administration

## 1. About the provider

The address and contact details of the organisation's administrative office is as follows:

Leison Care Services  
Unit 3 Hedel Road,  
Off Sanatorium Road  
Canton  
Cardiff  
CF11 8DJ

Email: [enquiries@leisoncareservices.com](mailto:enquiries@leisoncareservices.com)

Telephone number: 02922 210 696

Website: [www.leisoncareservices.com](http://www.leisoncareservices.com)

The key management team are:

Carly Freeman: Director – [carly@leisoncareservices.com](mailto:carly@leisoncareservices.com)

Emma Holland: Responsible Individual – [finance@leisoncareservices.com](mailto:finance@leisoncareservices.com)

Aimee Terrar: Registered Manager- [manager@leisoncareservices.com](mailto:manager@leisoncareservices.com)

Client Administration – [naomi@leisoncareservices.com](mailto:naomi@leisoncareservices.com)

Care co-ordinators – [coordinator@leisoncareservices.com](mailto:coordinator@leisoncareservices.com)

Office and HR Administration [HR@leisoncareservices.com](mailto:HR@leisoncareservices.com)

Leison Care Services is locally based private limited company, not part of a wider franchise or organisation. Leison Care Services has a fully comprehensive Public Liability insurance, details of which are available in the office listed above.

## 2. Regional partnership area

The regional partnership area in which the service is provided is Cardiff and Vale regional partnership board.

## 3. Range of needs of the individuals for whom the regulated service is to be provided

Leison Care Services provides its services to males and females aged 13 years and above.

The number of care hours we provide on weekly basis 500 hours plus, with an objective to increase our care hours to 1000 on weekly basis.

## 4. Values and Principles

Leison Care Services believes that, for services to be effective, they should be based on sound values, principles and on understanding of the fundamental individual needs of service users. The Service Values are as follows:

Privacy - The right of individuals to be left alone or undisturbed and free from intrusion or public attention into their affairs. This is considered in the formulation of Care Plans, and will only be overridden in exceptional circumstances, and with the knowledge of the service user or their advocate.

Confidentiality - Service user confidentiality is, wherever possible, maintained. On occasion, it will be necessary, for the benefit of the service user or others to share personal information with either other professionals or organisations. Where possible, service users are consulted, and their views taken into account.

Dignity - All individuals, whatever their circumstances, have the right to be treated with dignity and respect.

Communication - Service users have the right to be heard and to be fully informed on all aspects of their care. Methods of communication are appropriate to the particular abilities and experiences of each individual and are tailored to each particular set of circumstances.

Independence - Service users are enabled to act independently. Services are aimed at maximising the individual's capacity for self-care and mobility.

Risk Taking - All service users are entitled to make decisions about their daily lives and activities. This may, from time to time, result in a conflict between ensuring safety and maximising independence. Service users will be supported in their decisions to take reasonable risks.

Fulfilment - Every individual, whatever their circumstances, has the potential for development, and the right to hold personal aspirations. Within the boundaries set by legislation and professional social work ethics, service users are encouraged in achieving their personal goals.

Rights - The rights of citizenship are safeguarded for all service users. Work should be conducted in a manner that facilitates empowerment and makes appropriate use of advocacy.

Responsibilities - Service users are expected to accept appropriate responsibilities, taking into account their particular abilities and circumstances. These may include having due regard for others, for property or for participation in Care Plans.

Choice - Services are designed to be accessible and flexible, promoting ordinary lifestyles and based upon service user's own choices. Individual choice is promoted, within the limits imposed by service constraints.

Carer Support - The value of the contribution of carer and family support is fully recognised. The needs of carers providing, or intending to provide, regular or substantial care is, where requested, assessed independently of the needs of the service user. The outcome of the assessment is taken into account when agreeing Care Plans.

## 5. How the Service is provided

### Service aims and objectives

The aim of the service is to provide person-centred support, which is responsive to changing needs, and continually monitored to ensure the quality, safety and effectiveness of the service. Each package of care is tailored to suit individual needs. The service is available seven days a week, three hundred and sixty-five days a year.

Leison Care Services will aim to:

- To deliver a service of the highest quality.
- To ensure that the service is delivered flexibly, attentively and in a non-discriminatory way while respecting each Service User's right to independence, privacy, dignity, fulfilment, and the rights to make informed choices.
- To ensure that each Service User's needs and values are respected in matters of race, religion culture ethnic origin, disabilities or impairments.
- To match the nominated care worker as closely as possible with the Service User and respecting the need to change the care worker in the event of subsequent non-compatibility.
- To manage the Care Service efficiently and effectively to make best use of resources and to maximise value for money for the Purchaser / Service User.
- To involve Service Users and care workers in the provisions, management and development of services which will be monitored regularly as part of the quality assurance framework ensuring that the service is run in the best interests of our service users and ensuring their safety.
- To ensure that all Service Users are aware of the procedures of making compliments, suggestions and complaints.

Leison Care Services offers services at: Morning, Lunch, Evening and Night (sleeps or waking nights). Services are provided by our trained and experience carers and includes:

- Personal care – Support with washing, dressing, bathing, showering, toilet, and dual continence care in a manner to promote respect and dignity. specialized
- Meal Preparation – Support with
  - Preparing breakfast, making toast, cereals or porridge, tea/coffee and /or a drink.
  - Preparing lunch, making a sandwich, warm up/ prepare a meal in microwave or stove, prepare a salad, drink.
  - Preparing dinner/supper, making a sandwich, warm up/ prepare a meal in microwave or stove, prepare a salad, drink.
- Shopping support – Support service users to their local shop using their owned insured cars. The service user is responsible to pay to the care worker £0.45 per mile occurred during service.

- Domestic Support – Support with light domestic work, such as, bed making, dusting, wash dishes, Hoover, load and unload washing machine/dishwasher.
- Medication Administration – Support administering medications, following GP/medical professionals' instructions and guidelines, and document name of medication, dosage, date and time given.
- Escorting to Appointments – Support services users to attend appointments using their owned insured cars. The service user is responsible to pay to the care worker £0.45 per mile occurred during service.
- Social calls – Support services users to go to activities, events, hobbies, other social events and companionship. The service user is responsible to pay £0.45 per mile occurred during service.
- Escorting on weekends away / holidays – A carer worker to escort service user during weekends away/ holidays to give support with their needs. The service user is responsible for the care worker expenses occurred during the weekend away/holidays with exception of the original care plan allocated hours at commencement of service.
- Sleeping & Waking Nights – A carer worker to spend the night at the service user's home address to give support through the night and either be asleep or awake. This to be identified in the service user care plan.
- Children and Young People – Personal care in the home to support the morning and evening routines, encourage learning of new skills, encourage to make choices using their preferred method of communication, support with activities, family respite.

It is standard practice for our Coordinator to visit each Service User at their home address where service will be provided before commencing the service for an accurate assessment and care plan to the service user needs. The care plan is with full involvement of Service Users, representatives/family, respecting their needs, preferences and choices. The manager will then prepare the care plan within seven (7) days period. If manager is not able to visit the service user at their home address where service will be provided prior commencing the service due to:

- A. The Service User was unavailable to meet with the service provider in order to develop a personal/care plan for example, if the Service User is in hospital.
- B. The Service User is in urgent need of care and support and there has been no time to prepare the care plan prior to the commencement of the provision of care and support.

The care plan will be completed based only on initial care plan provided by service user care team (e.g. Social Worker). The Coordinator will then visit the service users once they become available or when possible after service commences and will update the care plan according to ensure the care plan is person centered.

The person-centered care plan will set out:

- How the Service User's needs will be met – single or double hand call, where service user may require one or two care workers to safely provide the required care.
- How the Service User will be supported to achieve their personal outcomes. – care workers to promote independency by encourage and support service users to achieve goals taking small steps identified in their care plan.

- The steps which will be taken to mitigate any identified risks to the Service User's well-being. – Risk assessments completed prior to commence service. If require DOLs to be in place prior to commence the service.
- The steps which will be taken to support positive risk taking and independence where it has been determined this is appropriate. The manager liaise with service user care team and identify positive risks and provide a risk assessment.

## **Review of care plans**

Leison Care Services review every Service User's care plan at least once every three months. These reviews are to ensure that Service Users are able to achieve their personal outcomes. When we are carrying out these reviews, we involve service users and their families / placing authority (if applicable) and any representative that the Service User wishes to. Following the review, the care plan will be amended, if required, and care workers who are supporting the Service Users will be made aware of any changes in Service User's support. A new care plan will be placed at the Service User's home and on their file.

Leison Care Services believes in the power of communication, so by having that effective communication in place we make sure that our Service Users are safe, and their voices are heard.

Leison Care Services core set of values are:

- Person-centered approach
- Privacy
- Dignity
- Rights
- Independence
- Choices
- Fulfilment

Principles of the Social Services and Well Being (Wales) Act, underpin Leison Care Services core values. These principles are:

- Well-being
- Early intervention and prevention
- Voice and control
- Co-production
- Multi-agency working
- Collaboration

## **Details of how the organisation will meet the individual's language and communication needs, including through the medium of Welsh**

Leison Care Services takes reasonable steps to meet language and communication needs of Service Users.

Written communication, it makes available to Service users in alternative formats other than in English, for example in large print, Welsh and other accessible alternate formats such as, easy read, text phone and SMS.

Verbal communication, via phone call, video conference and face-to-face: English is the primary language. For other languages, Leison Care Services has the support of the Welsh Interpreter and Translation Service (WITS).

## **6. Staffing arrangements**

Leison Care Services is committed to having experienced and well-trained staff to represent and work for the company.

The Director, Carly Freeman worked in the Care Industry for 4 years. Her passion for caring for those in need and work ethic was the driving force to set up the business.

Carly has a Diploma in Dental Nursing and is currently studying QCF level 3 in Health and Social Care. Carly has worked as a carer in community and in care home settings.

The Registered Manager, Aimee Terrar, has over 10 years' experience in the health and social care sector, and has worked in various domiciliary care settings. Aimee has worked hard over the years and come through the ranks of this organisation. Aimee holds level 3 qualification and is training to complete her level 5 QCF. Aimee is a strong advocate for health and social care and promotion of independence, and through hard work and dedication is where she is today.

The Care Coordinator, to hold or work towards QCF L3 in health and Social Care and prove work experience within health and social care sector.

Senior care worker. To hold QCF L2 in health and social care and prove work experience within health and social care sector.

Carer worker, no experience required as training will be provided prior to commence providing care support to our service users. Initially will required to shadow experienced carers.

### **Number of care workers**

The number of care workers required is based on the number of service users that the service is provided for, taking in account the number of hours that a care worker is contracted for.

Single calls – one carer per call.

Double calls – two carers per call



## Training

Each care worker will undergo continuous training and development that ensure that the staff at Leison Care Services can deliver the highest quality services. This training is in line with Social Care Wales. Part of their Initial training is to complete Wales Induction Framework for Health and Social Care, have practical and theory-based training. The Wales Induction Framework is provided on site, at the company's registered offices and includes the following:

- Principles and values of health and social care
- Health and well-being
- Professional practice as a health and social care worker
- Safeguarding individuals
- Health and safety in health and social care

Practical Training is facilitated in classroom by a designated provider for the following training:

- Moving and Manual handling
- First Aid

Theory based training is facilitated by a training provider (Healthier Business) which includes the following and more:

- Administration of Medication
- Infection control
- Dementia Awareness Safeguarding and Protection
- Challenging Behaviour
- Skin Care
- Diversity and Equality
- Lone Working Safely
- Person Centre Care

Specialised Training is offered to staff when required to fulfil the need of a service user. A specialised task includes:

- Catheter care – changing bags, monitoring output and emptying bags
- Assistance with eye or ear drops
- Assistance with Ileostomy and Colostomy care

All care staff are required to be assessed as competent before providing the above care duties

Following the above, new care workers then undertake shadowing shifts with an experienced care worker and are approved by the experienced care worker before undertaking further double and lone working visits. All training provided is to serve the needs of our service users.

All care workers are registered with Social Care Wales, according to the regulations of registration and their employment and are encouraged to undertake QCF level 2 qualifications and more.

## **Supervision / appraisal arrangements**

Leison Care Services maintains a supervision trigger system that identifies to the management team when supervision is to be undertaken. The frequency of supervisions is undertaken in line with regulatory requirements (at least one supervision every 12 weeks). In addition, annual appraisals take place for all members of staff.

## **7. Governance and quality monitoring arrangement**

### **Management structure and lines of responsibility**

Leison Care Services is committed to providing the highest quality service to Service Users and ensuring that the changing needs of the Service Users are continually being met.

The Registered Manager, Aimee Terrar, is responsible for leading and managing the service which meets the needs of individuals and safeguards and promotes the well-being and development of people. In addition to this, the Registered Manager will ensure that the service is person-centred and that Service Users have a strong voice, are treated with dignity and respect and that their rights are being promoted. As RI, Emma Holland, is responsible to ensure that systems are in place to assess, monitor and improve the quality and safety of the service.

The RI and Registered Manager are responsible for putting in place underpinning policies and procedures to support all staff to achieve the service aims and achievements or Service User's individual personal outcomes.

The Management and Administration team all promote a culture of openness, honesty and duty of candour at all levels and work together to embed a culture which reflects the principles of co-production, respects diversity equality and inclusion and ensures the best possible outcomes are achieved for Service Users.

### **How the Responsible Individual will maintain oversight of the management, safety and quality of the service and the measures that will be used to monitor, review and improve the quality of care**

The Responsible Individual will visit Service Users and/or their nominated representative at least every 3 months. The nature of these visits will give a greater understanding of how those individuals, for whom the regulated service is provided, feel about the quality of care they receive from the service and to raise any concerns. Leison Care Services believes it is crucial to give those who use the service a strong voice and control over the process and

outcomes that will help them achieve well-being and enable them to live independent lives, as defined by them.

Leison Care Services is fully aware that during the COVID-19 and or any other pandemic that home visits may be more difficult and intends to follow all the guidelines and discuss with each Service User and/or their nominated representative what their preferred form of communication would be. The company will take into consideration the 8 principles (respect, reasonableness, minimising harm, inclusiveness, accountability, flexibility, proportionality and community) set out by the UK Government under the ethical framework for the planning and delivery of adult social care within the context of COVID-19 and make sure they are adhered to.

All visits (and other forms of communication) will be logged and documented to ensure any feedback and concerns will be dealt with efficiently and effectively and to maintain an accurate audit trail, which will be a vital component of the six monthly quality care review and give assurance that the service provides high quality care, achieves the best possible outcomes for individuals and improves their well-being.

The Responsible Individual will frequently meet with office staff and care workers and respond positively to any concerns or complaints and support their professional development. Having regular meetings with staff will also allow the Responsible Individual to relay areas of learning from complaints, safeguarding and whistleblowing back to staff to improve the service and encourage safe, compassionate care practices.

By the Regulated Services (Services Providers and Responsible Individuals) (Wales) Regulations 2017 and Regulation and Inspection of Social Care (Wales) Act 2016, the Responsible Individual will complete The quality of care review at least every 6 months. The review process will take in consideration the views and feedback of those involved, service users and their representatives, service commissioners and staff. The RI will analyse the aggregated data on incidents, notifiable incidents, safeguarding matters, whistleblowing, concerns and complaints. Review action taken in relation to the complaints and consider the outcome of any audits of the accuracy and completeness of records. Action will be taken by the service provider to improve service upon review outcomes. Ensure that areas of learning from complaints, safeguarding and whistleblowing are shared with staff to improve the service and encourage safe and compassionate care practices. The Quality Care review will be part of a culture of quality improvement and will be a continuous improvement cycle with a focus on improvement at all levels. The review will inform the statement of compliance in the Service Provider's annual return.

Leison Care Services believes that services need to continually evolve in response to changing circumstances and expectations, thus always being able to provide up to date care plans/risk assessments in accordance to the Service User's needs.

Spot Checks will also be carried out by either the Coordinators to ensure high quality care is being provided and that care workers are adhering to company policies and procedures.

## Compliments and complaints

Leison Care Service welcomes compliments and suggestions and recognises their importance in celebrating and recognising the success of its service and opportunities for improvement. The company will engage with a wide range of stakeholders in addition to Service Users to support service development and improvement and will share feedback with all members of staff.

There is a formal process for the management and handling of complaints from Service Users. This is documented in the complaint's procedure. This is explained in the Service User Guide and the Service User is also made aware of the right to complain prior to finalising the Care Service Contract.

In summary, Leison Care Services understands complaints to be an expression of dissatisfaction requiring a response, communicated verbally, electronically, or in writing. Complaints may be made by any users of the service, their families or advocates acting on their behalf, with their consent or in their best interests.

Leison Care Services takes complaints seriously and will aim to put things right that have gone wrong and learn lessons to avoid the problem happening again. Leison Care Services will comply with legislation, national guidelines, regulation and best practice when managing complaints and suggestions. A systematic approach will be taken with all aspects of complaints and suggestions.

Complaints or concerns by staff will be addressed via the grievance process if the complaint or concern relates to them individually or via the whistleblowing procedure where a protected disclosure is made.

### How to raise a concern or complain to:

- Registered Manager, Aimee Terrar, in writing using the ways of contact below:
  - Address: Leison Care Services, Unit 3 Hedel Road, Cardiff, CF11 8DJ
  - Email: [manager@leisoncareservices.com](mailto:manager@leisoncareservices.com)
  
- CIW (Care Inspectorate Wales) - If you have a specific concern about the safety and quality of a care service in Wales. CIW do not investigate individual complaints or resolve disagreements between people and their service providers.
  - submit your concern via our web form ([www.careinspectorate.wales/contact-us/raise-concern](http://www.careinspectorate.wales/contact-us/raise-concern))
  - telephone us: 0300 7900 126 option 2