

#### Service Description:

Our domiciliary care service provides a range of personal care and support services to adults aged 18 and over, in the Greater London area. We offer services such as assistance with personal hygiene, medication management, meal preparation, light housekeeping, and companionship. We specialize in providing dementia care and our staff are trained to provide specialist support for clients living with dementia. Our service is available to private clients as well as those funded through local authorities and the NHS. We aim to provide high-quality, person-centered care that enables our clients to live as independently as possible in their own homes.

#### Regulatory Compliance:

Our domiciliary care service is fully compliant with the CQC's regulations and standards, as set out in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and the Care Quality Commission (Registration) Regulations 2009. We have developed policies and procedures that outline how we meet these regulations and standards, and we regularly review and update them to ensure that they remain up-to-date. Our staff have received training on these regulations and are aware of their responsibilities to ensure that they are met. We maintain accurate and up-to-date records for all our clients, including care plans, risk assessments, and medication records. We also carry out regular audits of our service to ensure that we are meeting the required standards.

#### Quality Assurance:

We have a robust quality assurance process in place to ensure that we provide high-quality care services to our clients. Our quality assurance process includes regular audits of our service, including checks on staff training, supervision, and support. We also carry out regular surveys with our clients and their families to gather feedback on our service and identify areas for improvement. We have a system in place for managing complaints and concerns, which is accessible to all our clients, and we take all complaints seriously and investigate them thoroughly. We also have an internal system for reporting incidents and accidents, and we use this information to improve our service and reduce the risk of future incidents. We aim to continually improve the quality of our service and regularly review and update our policies and procedures to ensure that they reflect best practice.

#### Staffing:

Our domiciliary care service is staffed by a team of dedicated and highly trained professionals. All our care staff have completed the relevant training and have been thoroughly vetted to ensure that they are suitable to work in the care sector. We provide our staff with ongoing training and support to ensure that they have the skills and knowledge necessary to provide high-quality care services to our clients. We have a robust supervision and support system in place to ensure that our staff feel supported and motivated in their work. Our management structure includes a registered manager who has overall responsibility for the service and a team of senior staff who support the registered manager in the day-to-day running of the service. We have a clear recruitment process in place, which includes a thorough interview and reference checking process, and we carry out regular DBS checks to ensure that our staff remain suitable to work in the care sector.

#### Safeguarding:

We take safeguarding very seriously and have robust policies and procedures in place to protect our clients from abuse or harm. All our staff are trained in safeguarding and are aware of their responsibilities to report any concerns they may have. We carry out regular risk assessments for our clients and have procedures in place to manage any identified risks. We work closely with other agencies, including local authorities and the NHS, to ensure that our clients receive the support they need to stay safe. We have a designated safeguarding lead who is responsible for overseeing our safeguarding procedures and ensuring that they remain up-to-date and effective. We take all safeguarding concerns seriously and investigate them thoroughly, taking appropriate action where necessary to ensure the safety and wellbeing of our clients.

#### Person-Centered Care:

Our domiciliary care service is committed to providing person-centered care to our clients. We work closely with our clients and their families to develop care plans that are tailored to their individual needs and preferences. We take a holistic approach to care, considering our clients' physical, emotional, and social needs. We encourage our clients to be involved in their care and support them to make choices and decisions about their care wherever possible. We have a system in place for regularly reviewing our clients' care plans to ensure that they remain up-to-date and reflect their changing needs. We monitor our clients' wellbeing and provide regular reports to their families and other healthcare professionals involved in their care. We aim to provide a compassionate and respectful service that promotes our clients' dignity and independence.