



TRINITY RESPITE SERVICES

Statement of Purpose

Company No: 13614780



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This Statement of Purpose has been prepared in accordance with the Health and Social Care Act 2008



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Mission Statement

Trinity Respite Services Limited (Company number 13614780) is a limited company trading as Trinity Respite Services

TRINITY RESPITE SERVICES aims to provide services as a short stay specialist 4-bedrooms overnight respite home, supporting adults with learning disabilities, autism and behaviours of concern.

We aim to provide services catered to the specific needs of individuals giving them the support they need while allowing them the freedom they desire.

At TRINITY RESPITE SERVICES we employ trained staff that are very flexible and friendly to better cater to the needs of residents. Our organisation will cater to support residents in their own self-contained accommodation within our building to an improved state of independency through our trained staff.

Regulated activities

- Accommodation for persons who require personal care

Service type:

- Overnight respite service without nursing

Service user types:

- Learning difficulties and/or ASD (autistic spectrum disorder)

Service user bands:

- Adults aged 18-45



Aims

At TRINITY RESPITE SERVICES we have the following aims:

- Provide high quality flexible, personalised services with an outcome-based approach, providing all service users real choice and control.
- Meet all service users physical, emotional needs and overall well-being in a dignified non-judgmental way.
- Recognize the service users diversity ensuring religious, cultural, racial and gender identities are respected and to request residents and their carers respect the rights of staff to the same non-discriminatory approach.
- Ensure that the service user is always treated with dignity and respect and that they are safeguarded from the risk of abuse.
- Involve service user fully in planning their own care, devising and implementing their care plans and managing the records of care.
- Ensure that all information received in the course of carrying out our duties is treated with the utmost confidentiality and is not passed to any unauthorised persons. Records will be accurate and fit for purpose.
- Be respectful of the service users personal privacy and space.
- Ensure that the quality of the service provided is of the highest standards possible and to use appropriate methods to achieve this.

Objectives

We will fulfil aims by adhering to the following objectives:

- Employing competent, fit for purpose staff, staff will receive specialised ongoing training to demonstrate achievement of the required standards and competencies.
- Ensure that all health and safety procedures are followed at all times.
- Obtaining informed consent from the service users for all aspects of care activities.
- Protecting physical privacy and dignity during care processes through careful planning and positive communication and attitude.
- Ensuring that complaints are listened to and responded to within given timescales.
- Supporting service users to develop their social, vocational and recreational skills.
- Match the nominated support worker as closely as possible with the support worker and respecting the need to change the support worker and the event of subsequent non-compatibility.
- Involve service users and carers 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 service users.



- We understand that care needs are always subject to change, and the service we provide must be flexible to accommodate the changes without compromising the quality of care provided.

Principles of Service

- To focus on the service users, we aim to provide Care in ways which have positive outcomes promoting active participation and involvement in care decision making.
- To ensure that we are "fit for purpose" we examine our operations constantly to ensure that we are successfully adhering to our stated aims and objectives. We welcome feedback from our users, their friends, relatives and stakeholders.
- To work towards the comprehensive welfare of the service user we serve, we aim to provide for each service user a care package that contributes to his or her overall personal, health, social needs and preferences.
- To ensure we can meet assessed needs, prior to service commencement, we ensure that the service users Health & Social needs and preferences are thoroughly assessed. We endeavour to ensure that as a healthcare organization we provide services which meet the assessed needs of each resident and that needs are re-assessed as frequently as necessary and that the care and support provided has the flexibility to respond to changing needs or requirements.
- The service user will be supported to understand and be in agreement with the care management decision, and informed consent will be obtained prior to all care undertaken.
- To demonstrate commitment to provide quality services, and continuous improvement in the level of care we offer.
- To employ a quality workforce who demonstrate professional and ethical behaviours. Our Registered Manager and support staff will be compliant with industry standards and requirements set by the National Training Organisations.
- To have robust governance arrangements and supervision measures in place for all care staff. Staff are required to demonstrate achievement of the required competencies and standards which include mandatory elements i.e. Infection control, basic life support, safeguarding and role specific development. Annual updates and validation contribute towards continuous professional development (CPD) and ongoing performance review and appraisal will monitor skills, competencies, capabilities and achievement of key performance indicators.
- All support will be compliant with TRINITY RESPITE SERVICES Policies and Procedures, appropriate Local and National requirements and recommendations for care home service delivery.
- Clear procedures will highlight the process for urgent follow up by an appropriate Healthcare Professional if deemed clinically necessary.



About Us

We believe in providing person centred support for all service users.

Our services are based on supporting the individuals we care for to have increased wellbeing, in everyday life. Our support is based on having every individual lead a fulfilling life filled with meaningful relationships. We work in collaboration with each person we support, their family & friends, social workers and other stakeholders to create a support plan that is tailored to their needs, wishes and goals. Our staff receive high quality training to ensure consistency and continuity in the support and care that we provide. Our services are mainly focused on providing support and care to the individuals in a helpful, friendly and considerate manner.

TRINITY RESPITE SERVICES was created firstly from personal experiences caring for loved ones who are most vulnerable in our society and secondly from a professional standpoint. Therefore, with these experiences, we aim to inspired induct future members of TRINITY RESPITE SERVICES with our passion and whole-hearted commitment to our caring role.

TRINITY RESPITE SERVICES aims to fulfil each service users life by considering their personal interest, habits, likes and dislikes. We take great care to ensure that our staff work in an empathetic manner, respecting the wishes of those we care for, whilst ensuring their safety.

We are aware that TRINITY RESPITE SERVICES staff will play a vital role in ensuring service users welfare. As such we will do the following:

- Always ensure that there is an appropriate number of staffs on duty at all times
- Provide staff with the appropriate mandatory training to ensure they are up-to-date with current legislation and regulations and further develop their knowledge and skills
- Observe recruitment policies and practices which both respect equal opportunities and protect service users safety and welfare.

Board of Directors

➤ **SALLY ANNE EVANS**

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- Contact number: 07814 769 215
- **LOUCAS MILLOSHAS**
 - Email: milosha@me.com
 - Contact number: 07837 232 669

Registered Address: Trinity House, Trinity Road, Kingsbury, Tamworth, North Warwickshire B78 2LA

- **Email address:** trinityrespiteservices@gmail.com and trinityrespitehouse@gmail.com
- **Contact number:** 0121 272 3175
- **Mobile number:** 07538 862 513

Location

Location Address: Trinity House, Trinity Road, Kingsbury, Tamworth, North Warwickshire B78 2LA

Email address: trinityrespiteservices@gmail.com and trinityrespitehouse@gmail.com

Contact number: 0121 272 3175

Registered Manager: **ASHLEY MARDENBOROUGH**

- Registered Manager's home address: **Trinity House, Trinity Road, Kingsbury, Tamworth, North Warwickshire B78 2LA**
- Registered Manager's email address: **a.mardenborough@trinitydayservice.co.uk**
- Registered Manager's contact number: **07538 862 513**

The Registered Manager is ASHLEY MARDENBOROUGH who is responsible for:

- Providing leadership and management to ensure a robust operation and high-quality service, whilst safeguarding service users.
- Creating an open, positive and inclusive approach for staff and service users.
- Ensure service delivery meets the assessed needs of each service users.
- Ensure effective quality assurance and monitoring system is installed and adhered to.



- Maintain accurate and suitable record keeping as well as financial procedures to safeguard the organisation and service users.
- Ensure appropriate training, supervision and appraisal of staff is carried out on a timely basis.
- Ensure compliance with Health and Social Care Act 2008 and the relevant acts contained within including the Human Rights Act 1998 and Mental Health Act 1983
- To comply with regulations stipulated by CQC

The Management and Staff Team

- To ensure that all care is delivered in accordance with the requirements of our service users
- The organisation promotes equality and diversity amongst its workforce. We believe that our employees are entitled to work in an environment which promotes dignity and respect for all. No form of intimidation, bullying or harassment will be tolerated.
- The management team actively supports the company's equality and diversity policies and believes that the workforce takes its lead from the top. We aim to be an inclusive organisation where individual differences are respected. Staff and service users using our services are treated with dignity and respect at all times. Everyone has a fair opportunity to fulfill their potential without discrimination or disadvantage.
- We believe that our service is stronger with input/ feedback from both our employees, service users and families/carers alike. All information is monitored and acted upon accordingly.
- To ensure that all staff are trained and qualified to undertake their roles and they have the requisite skills to deal with the job required of them.

Trinity Respite Services Responsibilities

- We perform the service in accordance with the terms agreed with you.
- We shall provide such services as are described, as agreed by you, and your case manager, where applicable.
- We shall reasonably endeavour to ensure that the standards laid out by the Care Quality Commission are achieved.
- We shall insure itself for Professional Indemnity, Public Liability and Employer's Liability to the level required.



Service Users Responsibilities

- The service users and, or, their representative shall indemnify TRINITY RESPITE SERVICES against loss, theft or damage of personal effects within their rooms.
- The service user shall pay for services provided.
- The service users should ensure so far as is reasonable the Health and Safety of their staff team whilst within their rooms and indemnify TRINITY RESPITE SERVICES against claims where reasonable steps have not been taken.
- The service users (in case where support is arranged and agreed by a third party this responsibility will be transferred to them) is responsible for providing TRINITY RESPITE SERVICES with true and accurate information relating to their care plans and risk assessments.
- Breach of terms may result in immediate termination of services through TRINITY RESPITE SERVICES Provide a smoke free environment for their staff to work within.

Compliance and Background Checks

TRINITY RESPITE SERVICES conducts extensive background and compliance checks on all the staff members who are in direct contact with members of public; all information is held on record and no candidate is able to work without having the required compliance in place before they are placed on work.

Complaints Policy



TRINITY RESPITE SERVICES is committed to ensuring that those who use its services are readily able to access information about how to make a complaint and that the issues raised are dealt with promptly and fairly. The registered manager is the first line of support for any complaints.