

## Statement of Purpose

**GS Social Care Solutions Ltd  
1a Barn Meadow Lane  
Great Harwood  
Lancashire  
BB6 7AB**

**Tel: 01254877755**

**Email: info@gs-socialcare.co.uk**

### AIMS & OBJECTIVES OF GS Social Care Solutions Ltd

GS Social Care Solutions has been established since 2006. We work with any vulnerable client group both young and elderly. We cover every aspect of Social Care including supervised contact, home care, outreach support, domiciliary care, end of life care and we have a team of workers who specialise in working with clients who suffer with a form of dementia.

### Welcome

Registered as a Domiciliary Care Agency (DCA). No conditions of registration.

Regulated activities include: Personal Care and Accommodation for persons requiring personal care

### Support Objectives

The Agency aims to: \*Offer skilled care to enable people supported by us to achieve their optimum state of health and well-being. \*Treat all people supported by us and all people who work here with respect at all times. \*Uphold the human and citizenship rights of all who work and visit here and of all Service Users. \*Support individual choice and personal decision-making as the right of all Service Users. \*Respect and encourage the right of independence of all Service Users. \*Recognise the individual uniqueness of Service Users, staff and visitors, and treat them with dignity and respect at all times. \*Respect individual requirement for privacy at all times and treat all information relating to individuals in a confidential manner. \*Recognise the individual need for personal fulfilment and offer individualised programmes of meaningful activity to satisfy the needs of Service Users and staff.

### Details of Registered Provider, Nominated Person and Registered Manager

- **Registered Provider: Service provider ID: 1-101691774**
- Name: Dorothy Gould
- Address: 1a Barn Meadow Lane  
Great Harwood  
Lancashire  
BB6 7AB
- Experience: The Registered Manager/Provider Mrs Dorothy Gould has worked with children and families in a variety of settings since 1995. The qualifications gained are NVQ 4 Advice and Guidance, Access to Management and Dorothy has completed her NVQ 4 Registered Managers Award (RMA). Dorothy has experience of working within the following establishments: the Jobcentre, Connexions, Project Manager within schools, Training Co-ordinator – working within a homeless hostel and Deputy Manager in a Residential Children's Home.

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Company Registration Number: 05807913



Preferred Provider for  
Personal Assistant  
Network



LCC Preferred  
Provider for Children  
With Disabilities with  
an Assessed Need



GS Social Care Solutions is  
Registered, and therefore licensed  
To provide services, by the  
**CARE QUALITY COMMISSION**  
Service no: 0000072131. For more  
Information, visit [www.cqc.org.uk](http://www.cqc.org.uk)

**Nominated Person:**

- Name: Dorothy Gould
- Address: GS Social Care Solutions Ltd, 1a Barn Meadow Lane  
Great Harwood  
Lancashire  
BB6 7AB
- Experience: The registered Manager/Provider Mrs Dorothy Gould has worked with children and families in a variety of settings since 1995. The qualifications gained are NVQ 4 Advice and Guidance, Access to Management and Dorothy has completed her NVQ 4 Registered Managers Award (RMA). Dorothy has experience of working within the following establishments: the Jobcentre, Connexions, Project Manager within schools, Training Co-ordinator – working within a homeless hostel and Deputy Manager in a Residential Children's Home.
- **Registered Manager: Registered Manager ID: 1-116478941**
- Name: Mrs Dorothy Gould
- Address: GS Social Care Solutions Ltd, 1a Barn Meadow Lane  
Great Harwood  
Lancashire  
BB6 7AB
- 07894 107098
- Qualifications: NVQ 4 Advice and Guidance Access to Management NVQ 4 Registered Managers Award (RMA)
- Experience: The registered Manager/Provider Mrs Dorothy Gould has worked with children and families in a variety of settings since 1995. The qualifications gained are NVQ 4 Advice and Guidance, Access to Management and Dorothy has completed her NVQ 4 Registered Managers Award (RMA). Dorothy has experience of working within the following establishments: the Jobcentre, Connexions, Project Manager within schools, Training Co-ordinator – working within a homeless hostel and Deputy Manager in a Residential Children's Home.

Legal Company Status: Limited Company Registration no: 05807913

**Staff Profile**

- This is very specific to each client and will depend upon individual needs.

**Description of Our Services and Facilities**

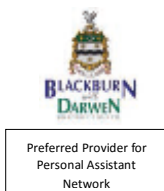
**Services Offered**

- The following services are provided at The Agency's location:
- Centre and community-based services for people with a learning disability/ complex health needs/ physical Disabilities / autism  
Domiciliary care service
- Accommodation for persons requiring personal care short/long term overnight care (The Meadows)  
The Meadows is a 2 bedded unit based in Great Harwood or 0 – 25 years of age providing accommodation for Children and young people who predominantly have a diagnosis of a Learning Disability, Autism, Physical Disability / complex health needs etc.  
The unit has 2 lounges, a sensory room, 2 bedrooms, disabled wet room, extensive outside area with seating,

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Close proximity to community centre housing a SENSORY INTEGRATION area, other Community facilities locally Including: leisure centres; cinema, bowling etc

- Accommodation for persons requiring personal care; daytime support, short/long term overnight care (The Bungalow)  
The Bungalow is a 2 bedded detached bungalow based in Accrington. One bedroom houses a SAFESPACE unit And the other one a profiling bed. The bathroom has a walk in shower. The kitchen and lounge areas are well equipped with relevant equipment and resources. It has a spacious outdoor area and is close to all local amenities.

The following regulated activities apply to services provided by The Agency:

- Personal Care
- Accommodation for persons requiring personal care

The Agency provides services for the following bands of Service User:

Learning disabilities or autistic spectrum disorder  
Older people  
Adults  
Younger adults  
Mental health  
Physical disability  
Sensory impairment  
Dementia  
People detained under the Mental Health Act  
People who misuse drugs and alcohol  
People with an eating disorder  
Whole population

The following Care and Support Services are provided by The Agency:

- Alzheimer's  
AIDS/HIV  
Eating Disorders  
Autism  
AHD  
Cancer Care  
Palliative Care  
Tourettes/Tics  
Cerebral Palsy  
Epilepsy  
Head/Brain Injury  
Auditory Impairment  
Motor Neurone Disease  
Multiple Sclerosis  
Neuropathic  
Parkinson's Disease  
Orthopaedic  
Schizophrenia  
Stroke  
Visual Impairment  
Speech Impairment  
Convalescence
- Service User Care Plans are reviewed on an individual basis, according to assessed need, but at least every month.

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### Therapeutic Activities

- GS Social Care Solutions Ltd has a policy of promoting the maintenance of Service Users' normal social network and social activities. The Service User's Care Plan includes a facility for recording life history, social networks and contacts, and preferences for activities and hobbies in order that the Service User is offered access to those networks and activities which are appropriate and desired.

### Making a Complaint and Giving Compliments

- We believe that complaints and compliments are a valuable indicator of the quality of our service, and an opportunity to improve that quality. We assure all Service Users that no-one will be victimised for making a complaint, we encourage Service Users to instigate the complaints procedure whenever they feel that this is necessary. We do not wish to confine complaints to major issues. We encourage Service Users to comment when relatively minor matters are a problem to them, such as receiving cold food, or being kept waiting without explanation, or being spoken to in a manner that they do not like. It is our policy that all matters which disturb or upset a Service User should be reported, recorded, and corrective action should be taken. Only in that way can we work towards meeting our aim of continuously improving our service.
- Our commitment is that:
  - All complaints will be taken seriously;
  - All complaints will be acted upon with fairness and impartiality;
  - You will receive a response within 24 hours of the complaint being made, and a final reply within 28 days;
  - If the complaint is upheld, you will receive a written apology and appropriate action will be taken to rectify the complaint, and you will be informed of what that action is;
  - Service Users are entitled to involve an impartial third party in the complaint procedure if they so wish.
- Service Users and their representatives may take their complaints to persons in authority outside The Agency. For Service Users funded all or in part by Social Services or the Clinical Commissioning Group, complaints may in the first instance be directed to them. For privately funded clients, a range of advocacy services are available locally and they will be happy to help you deal with the complaint. In the event of a serious issue and complaint, you should contact the CQC.

### Addresses:

<p><b>Director of Social Services: Social Services The Globe Centre Accrington Lancashire</b></p>	<p><b>Care Quality Commission: Care Quality Commission, National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA, Tel: 03000 616161, Fax: 03000 616171</b></p>
<p><b>Local Clinical Commissioning Group: NHS East Lancashire, Walshaw House, Regent Street, Nelson, Lancashire, BB9 8AS</b></p>	<p><b>The Local Government Ombudsman, PO Box 4771, Coventry CV4 0EH, Tel: 0845 602 1983 or 024 7682 1960, Fax: 024 7682 0001, advice@lgo.org.uk</b></p>

### Advocates

- Service Users have the right to access external agents who will act in their interests to help them solve problems, discuss concerns etc. The Registered Manager will be happy to provide information on local advocacy groups and other support networks.
- Some of those currently known to us are:

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- East Lancs Advocacy 54 Blackburn Rd Accrington BB5 1LE Tel: 01254 301030
- Mary Cross Trust . Brockholes Brow . Preston . PR2 5AL Telephone and Minicom: 01772 705355 (Answerphone) . Fax: 01772 705335
- Preston Advocacy Julie Newton - Email Sharoe Green Building (DHQ) Watling Street Road Fulwood Preston PR2 8DS Tel: (01772) 522469

**Arrangements for your voting rights can be made through the:**

- Hyndburn Borough Council, Scaitcliffe House Ormerod Street Accrington BB5 0PF

**Other documents**

- You are invited to review the latest CQC inspection report on the establishment, and the latest summary of Service Users' and Service Users families' views on the Services offered. These are not included in this pack because they rapidly become out of date. A copy of each will be given to you on the service commencement subsequently published on the notice board in The Agency, and copies are available from the manager at any time.

**Complaints Form**

Date:
Details of complaint:
The outcome that you expect:
Your name:
Signed:
Date received:
Received by (sign):

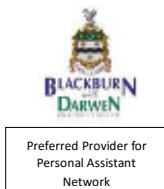
**Privacy and Dignity**

- We aim to respect your privacy and dignity at all times. Please speak out, or speak to the supervisor or Registered Manager if your privacy or dignity is not being respected.

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**Service User's privacy:**

- All Service Users have the right to be alone or undisturbed and to be free from public attention or intrusion into their private affairs. The staff of The Agency are guests in the Service User's residence.
- Staff will enter a Service User's property and rooms within the property only with express consent.
- Staff of The Agency respect the rights of Service User' to make telephone calls without being overheard or seen by a worker.
- Records will be designed, used and stored so as to assure privacy. Legislative controls over records, such as the Data Protection Act, will be adhered to, and the Service User's explicit permission in writing will be sought

before information is passed to any person other than those directly concerned with the care of the Service User.

- Records will be made available to the Service User's principal Carer and family according to the wishes of the Service User.

**Service User's dignity**

- Your dignity is a matter of prime importance to us, and all staff receive training in this area.
- You will be asked for the name by which you wish to be addressed, and this name will be recorded on your Service User Plan and used by all staff. You are perfectly entitled to ask that your principal carers use one name, and others use another name. The level of familiarity is under your control. In the absence of information to the contrary, staff will address you formally, using your title and surname.
- Staff are trained to be sensitive to your feelings when in company.
- The Agency seeks to reduce any feelings of vulnerability which Service Users may have as a result of disability or illness.

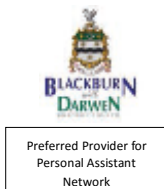
**Key Lines of Enquiry Table**

Key Line of Enquiry	Primary	Supporting	Mandatory
C.S1 - How are people protected from bullying, harassment, avoidable harm and abuse that may breach their human rights?			
C.E1 - How do people receive effective care, which is based on best practice, from staff who have the knowledge and skills they need to carry out their roles and responsibilities?			
C.E3 - How are people supported to eat and drink enough and maintain a balanced diet?			
C.C1 - How are positive caring relationships developed with people using the service?			
C.C2 - How does the service support people to express their views and be actively involved in making decisions about their care, treatment and support?			
C.C3 - How is people's privacy and dignity respected and promoted?			
C.C4 - How people are supported at the end of their life to have a comfortable, dignified and pain free death?			

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C.R1 - How do people receive personalised care that is responsive to their needs?			
C.R2 - How does the service routinely listen and learn from people's experiences, concerns and complaints?			
C.W1 - How does the service promote a positive culture that is person-centred, open, inclusive and empowering?			

**Note: All QCS Policies are reviewed annually, more frequently, or as necessary.**

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