



Statement of Purpose

**Age Concern Eastbourne
The William and Patricia Venton Centre
Junction Road
Eastbourne
BN21 3QY**

Tel: 01323 406555

Age Concern Eastbourne's Statement of Purpose

AIMS & OBJECTIVES

Age Concern Eastbourne is a medium-sized charity serving older people in Eastbourne. It was founded in 1948 and for most of its life it was a small organisation operating from an office in Eastbourne and providing a limited range of services. In 1999, as a result of a large donation from a local resident (Mrs Patricia Venton), it opened the William and Patricia Venton Centre in Eastbourne town centre and since then it has grown considerably.

Age Concern Eastbourne's mission is to enhance and improve the experience of people aged 50+ in Eastbourne and the surrounding area through the delivery of first class activities, services, information and advice designed to promote wellbeing for all".

Our objectives as set out in our 2014 – 18 strategic plan are to:

1. Enable people to maintain their independence; by enabling people to remain in their own home for as long as is practically possible, and by being a valued, effective reputable and expert provider of services for people aged 50+, their family and their carers.
2. Develop Services; by continuing to provide a developing range of practical support, therapeutic services and lively activities for people aged 50+
3. Enable social wellbeing and involvement; by preventing isolation and encouraging people aged 50+ to have a voice in the planning and delivery of their services
4. Make best use of resources; by carefully directing and managing our resources to ensure we achieve our objectives and by valuing and retaining our key staff and volunteers

Our activities are delivered within the William & Patricia Venton Centre and within the wider Eastbourne community. Our services take place not just within the Venton Centre but out in the community and within the homes of older people. For example, Home From Hospital and Befriending services.

Our vision is that we will deliver homecare services which are designed to be responsive to the needs of our clients offering flexibility, choice and control. The objectives are to provide:

- i. Independence, choice and control by offering appropriate support in the right setting at the right time
- ii. A high quality service for customers
- iii. Customer involvement developed in line with CQC requirements

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Welcome

Age Concern Eastbourne's Homecare services (including personal and nail care) operates across Eastbourne and the surrounding areas for adults, older people, individuals with dementia, mental health needs, physical disability and sensory impairment.

Support Objectives

We aim 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 Clients.
- Support individual choice and personal decision-making as the right of all Clients.
- Respect and encourage the right of independence of all Clients.
- Recognise the individual uniqueness of Clients, 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 that need of Clients and staff.

Details of Registered Provider, Nominated Person and Registered Manager

• Registered Provider:

- Name: Age Concern Eastbourne
- Address: The William and Patricia Venton Centre
Junction Road
Eastbourne
BN21 3QY
- Experience: Age Concern Eastbourne delivers a range of services for people 50 plus in Eastbourne and the surrounding areas. These include our Nail Care service, Home from Hospital, Macmillan Help at Home, Befriending, Welfare Rights, Information and Advice, Day Club, Making Memories dementia service, an Allotment and Shed project.

• Nominated Person:

- Name: Mrs Amanda Kennedy
- Address: Age Concern Eastbourne, The William and Patricia Venton Centre
Junction Road
Eastbourne
BN21 3QY
- Experience: The nominated person has worked in a variety of health and social care settings over a period of 35 years, for the last 21 years this has been in management roles.

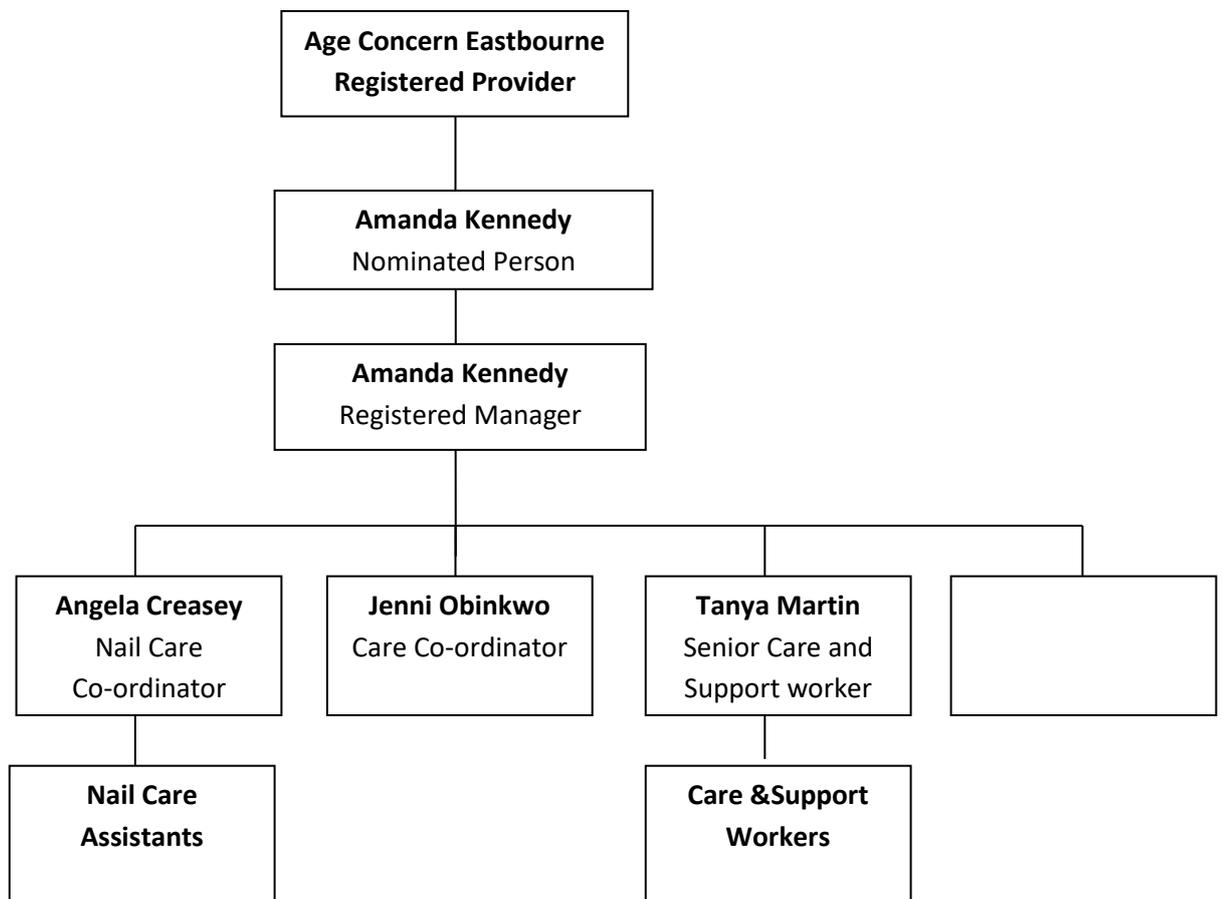
• Registered Manager:

- Name: Mrs Amanda Kennedy
- Address: Age Concern Eastbourne, The William and Patricia Venton Centre
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- 01323 405148
- Qualifications: Level 5 Health and Social Care (Adults)
- Experience: The Registered Manager has worked in a variety of health and social care settings over a period of 35 years, for the last 21 years this has been in management roles.
- **Staff Profile**
- All staff are inducted into the organisational mission, aims and objective and will receive robust training and supervision.

Organisation of the Agency



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Description of Our Services and Facilities

Services Offered

- The following services are provided from The Agency's location:
 - Domiciliary care service
 - Home visiting nail care service
- The following regulated activities apply to services provided by The Agency:
 - Personal Care
- The Agency provides services for the following bands of Client:
 - Older people
 - Adults
 - Mental health
 - Physical disability
 - Sensory impairment
 - Dementia
- The following Care and Support Services are provided by The Agency:
 - Alzheimer's
 - Cancer Care
 - Auditory Impairment
 - Motor Neurone Disease
 - Multiple Sclerosis
 - Parkinson's Disease
 - Schizophrenia
 - Stroke
 - Visual Impairment
- Client Care Plans are reviewed on an individual basis, according to assessed need, but at least every 6 months.

Therapeutic Activities

- Age Concern Eastbourne has a policy of promoting the maintenance of Clients' normal social network and social activities. The Client's Care Plan includes a facility for recording life history, social networks and contacts, and preferences for activities and hobbies in order that the Client 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 Clients that no-one will be victimised for making a complaint, we encourage Clients to instigate the complaints procedure whenever they feel that this is necessary. We do not wish to confine complaints to major issues. We encourage Clients to comment when relatively minor matters are a problem to them, such as 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 Client 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

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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;
- Clients are entitled to involve an impartial third party in the complaint procedure if they so wish.
- Clients and their representatives may take their complaints to persons in authority outside The Agency. For Clients 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:

Director of Social Services: St Marys House 52 St Leonards Road Eastbourne East Sussex BN21 3UU 0345 60 80 191	Care Quality Commission: Care Quality Commission (CQC) National Correspondence Citygate, Gallowgate Newcastle upon Tyne NE1 4PA Tel: 03000 616161 Fax: 03000 616171
Local Clinical Commissioning Group: Eastbourne, Hailsham and Seaford CCG 36-38 Friars Walk Lewes East Sussex BN7 2PB 01273 485300	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

Advocates

- Clients 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:
 - POHWER
PO Box 14043
Birmingham
B6 9BL
0300 456 2370
 - SEAP
Upper Ground Floor
Aquila House
Breeds Place
Hastings
TN34 3UY
0330 440 9000

Arrangements for your voting rights can be made through the:

- Town Hall
Grove Road
Eastbourne
East Sussex

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Other documents

- You are invited to review the latest CQC inspection report on the establishment, and the latest summary of Clients' and Clients families' views on the Services offered. These are not included in this pack because they rapidly become out of date.

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.

Client's privacy:

- All Clients 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 home of the Client.
- Staff will enter a Client's property and rooms within the property only with express consent.
- Staff of The Agency respect the rights of Client' 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 Client'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 Client.
- Records will be made available to the Client's principal Carer and family according to the wishes of the Client.

Client'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 Client 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 Clients may have as a result of disability or illness.