



AKERMAN CARE

QUALITY STATEMENTS



Are They Safe?

Protected from abuse and avoidable harm.

01



Are They Effective?

Care that achieves good outcomes and maintains quality of life, based on the best evidence.

02



Are They Caring?

Compassionate, kind, respectful treatment with dignity.

03



Are They Responsive to People's Needs?

Services organised to meet individual needs.

04



Are They Well-Led?

Strong leadership and management ensure high-quality, person-centred care, support learning, and promote a fair, open culture.

05

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1.SAFE

LEARNING CULTURE

We understand that continuous learning and development are critical to maintaining high standards of care and ensuring that our team is equipped to meet the evolving needs of our service users.

We have embedded a learning culture into the fabric of our organisation, where every staff member is encouraged and supported to pursue personal and professional growth. This begins with a comprehensive induction program that equips new employees with the necessary skills and knowledge to deliver high-quality care. Beyond induction, we offer ongoing continuous professional development (CPD) and training opportunities that cover the latest best practices, innovations in care, and updates to relevant regulations. Our training is designed to be accessible and inclusive, ensuring that all staff, regardless of their role, have the opportunity to enhance their knowledge, skills and to fundamentally advance their careers.

Reflective practice is a key element of our learning culture. We encourage staff to regularly reflect on their experiences, discuss challenges, and share insights with their peers. This collaborative approach not only promotes individual growth but also drives collective improvement across the organisation. We also prioritise learning from feedback, whether it comes from service users, their families, or regulatory bodies. By treating feedback as a valuable learning tool, we ensure that our services are continuously refined and improved.

In addition, we have established a culture of candour, openness and curiosity, where questioning and exploring new ideas are welcomed. This proactive approach to learning helps us stay at the forefront of the care industry, ensuring that we consistently meet CQC standards, such as Regulation 20: Duty of candour, while delivering innovative, compassionate, and effective care.

SAFE SYSTEMS, PATHWAYS AND TRANSITIONS

Our approach to safety is comprehensive, encompassing every aspect of our care delivery, from the initial assessment to ongoing support and eventual transitions in care.

We begin by conducting thorough risk assessments for each service user, identifying any potential hazards and implementing personalised care plans that address these risks. Our care pathways are designed to be clear, consistent, and evidence-based, ensuring that all staff follow best practices in delivering care. We utilise advanced digital care management systems that enhance communication and coordination among our team, ensuring that everyone involved in a service user's care and support package is informed, remains conducive to need and up to date. This system helps us monitor care delivery in real-time, quickly addressing any barriers and issues that may arise whilst ensuring that service users receive the right care at the right time.

Transitions between different levels or types of care, whether from hospital to home or between care providers, are handled with the utmost attention to detail. We work closely with health and social care professionals, service users, and their families to design seamless transitions that minimise disruption and ensure continuity of care. Our staff are trained to manage these transitions with sensitivity and professionalism, recognising the challenges they can pose for both the service user and their loved ones. Transitions will be carefully planned and adapted to suit the person's individual needs and preferences. Subjective arrangements will be co-planned and woven into transition planning arrangements to promote the best possible outcome for the person concerned. Approaches will be person-led to ensure that the support receives is relevant to their needs, preferences, skills and abilities.

By embedding safe systems, pathways, and transitions into our care model, we not only meet CQC requirements but also provide our service users with the confidence that they are receiving the safest and most effective care possible.

SAFEGUARDING

We understand that safeguarding is crucial to protecting the rights, safety, and well-being of our service users, especially those who are vulnerable or at risk. Our approach is comprehensive, proactive, and embedded in every aspect of our care delivery.

Our safeguarding policy is robust and clearly outlines the procedures for identifying, reporting, and responding to any concerns about abuse, neglect, or exploitation. All staff members, from support workers to management, receive mandatory safeguarding training as part of their induction and ongoing professional development. This training ensures that they are well-equipped to recognise the signs of abuse, understand their responsibilities, and know how to act promptly and effectively. We also maintain clear communication channels, allowing staff to report concerns confidentially and without fear of retribution.

We have appointed a designated Safeguarding Lead, who is responsible for overseeing all safeguarding activities within our organisation. This role includes ensuring that any safeguarding concerns are thoroughly investigated, that appropriate actions are taken, and that lessons are learned to prevent future incidents. Our safeguarding practices are regularly reviewed and updated to align with the latest legal requirements and best practices. Events and concerns are closely monitored and are subject to a quantitative and qualitative review each month by a manager to promote learning and improvement opportunities. The monitoring of quality and outcomes is integral to service efficacy and safety.

In addition to internal measures, we work closely with local authorities, health and social care providers, and safeguarding boards to ensure a coordinated response to concerns of a safeguarding nature. This collaborative approach ensures that our service users are protected and that their care is delivered in a safe, secure, and supportive environment.

By prioritising safeguarding, we not only meet CQC standards but also uphold our commitment to delivering care that respects and protects the dignity and safety of all our service users. Safeguarding principles are embedded into organisational policies, procedures and practices and championed at all levels. We understand that the best way to safeguard people is to empower them with the knowledge and skills to safeguard themselves. Service users are encouraged to partake in education

in safeguarding, which will encapsulate different methods of raising concerns. Additionally, Systems and processes are placed under constant review to ensure individual accessibility.

INVOLVING PEOPLE TO MANAGE RISKS

We recognise that service users are experts in their own lives, and their insights are invaluable in identifying and managing risks effectively.

From the outset, we actively engage service users and, where appropriate, their families or advocates, in the risk assessment and care planning processes. This collaborative approach ensures that our support plans are not only tailored to everyone's needs and preferences but also reflect their personal understanding of the risks they face. By involving service users in discussions about potential hazards such as mobility issues, medication management, or social isolation; we empower them to take an active role in their care and support arrangements. This partnership fosters greater trust and ensures that our interventions are more relevant and effective.

We provide clear, accessible information to help service users understand the risks and the strategies in place to mitigate them. Our staff are trained to communicate openly and compassionately, ensuring that service users feel comfortable voicing their concerns and preferences. Regular reviews of support plans involve service users in re-evaluating risks and adjusting care strategies as needed, ensuring their safety and well-being are continuously prioritised. Information is presented and available in accessible and person-centred formats. People's preferences and needs in terms of information is explored during the assessment process, in accordance with agreed legal frameworks, such as The Accessible Information Standard. In line with this standard, we provide accurate and up-to-date information in formats that we tailor to individual needs.

By embedding this person-centred approach into our risk management processes, we not only comply with CQC standards but also enhance the quality and effectiveness of our care. This commitment to involving people in managing risks helps us deliver care that is not only safe but also respectful of the individual's autonomy and dignity.

SAFE ENVIRONMENTS

Our approach to maintaining a safe environment begins with comprehensive risk assessments, conducted regularly across all areas of our service delivery. We ensure that all potential hazards are identified, evaluated, and mitigated through proactive measures, such as implementing safety protocols, using appropriate equipment, and offering ongoing staff training on health and safety practices. Our staff are thoroughly trained in infection control, COSHH, manual handling, and emergency procedures, ensuring they are equipped to respond effectively to any situation. We maintain a robust incident reporting system, encouraging a culture of openness and continuous improvement, where any issues are promptly addressed and analysed to prevent recurrence. In accordance with our quality monitoring processes, accidents, events and incidents are subject to rigorous layers of scrutiny to promote and uphold the health and safety of all concerned. We believe in a collaborative approach to risk management, which places service users at the very centre. Decisions are made in partnership with the people who use our services and a recurrent focus drawn to methods of achieving genuine co-production.

Additionally, our premises and any client environments we manage are routinely inspected and maintained to high safety standards. This includes regular checks on equipment, ensuring accessibility and hygiene standards are consistently met, and making necessary adaptations to meet individual client needs. We also involve clients and their families in safety planning, ensuring that their preferences and needs are central to the care environment. Our commitment to safeguarding is evident through our rigorous recruitment processes, ensuring all staff undergo thorough background checks and receive safeguarding training. We regularly review and update our policies and procedures to align with the latest regulatory requirements and best practices.

SAFE AND EFFECTIVE STAFFING

Our recruitment process is rigorous, designed to attract qualified, compassionate individuals who share our commitment to providing high-quality care. Our recruitment practices and processes are underpinned by contemporary guidance, such as 'Value-based Recruitment' (Skills for Care, 2024). Values-based recruitment is an evidence-based approach that prompts consideration to the candidate's values, attitudes, and behaviours during the recruitment process.

Each staff member undergoes thorough background checks, including DBS (Disclosure and Barring Service) clearance, to ensure they are suitable for working with vulnerable individuals. We prioritise continuous professional development (CPD), providing comprehensive training and regular refresher courses in essential areas such as safeguarding, dignity and respect, mental capacity, equality, medication management, and person-centred care. This ensures our staff remain up to date with the latest best practices and regulatory requirements.

We carefully match staff to service users based on their skills, experience, and personality, ensuring compatibility and continuity of care. This matching process is critical for building trust and maintaining high standards of care. Our rostering system is designed to prevent staff fatigue, promoting well-being and ensuring that carers are always alert and able to deliver safe and effective care. In line with our approach to the monitoring and reviewing of quality, we regularly evaluate staffing levels to ensure they are sufficient to meet the needs of our service users, adjusting as necessary to accommodate changes in demand or individual needs.

We also emphasise strong communication within our team, ensuring that staff are fully informed about each person's specific needs and preferences. Regular supervision and appraisals are conducted to support staff, address any concerns, and identify areas for further training or development opportunities.

INFECTION PREVENTION AND CONTROL

Our comprehensive IPC policy is rooted in current best practices and regularly updated to reflect the latest guidance from health authorities. All staff undergo thorough and continuous training in infection prevention, including proper hand hygiene, use of personal protective equipment (PPE), safe handling and disposal of waste, and cleaning protocols. This training is regularly refreshed to ensure that every team member remains vigilant and knowledgeable about the latest procedures.

We maintain a robust stock of high-quality PPE and ensure it is used consistently according to the needs of each situation. Our cleaning procedures are rigorous, with regular deep cleans of our premises and the environments where we provide care, ensuring all high-touch surfaces are sanitised frequently. We also enforce strict protocols for managing infectious outbreaks, including isolation procedures and enhanced cleaning measures, to prevent the spread of infections.

We actively engage with service users and their families to promote good hygiene practices and provide them with information on infection prevention. Additionally, our incident reporting system ensures that any breaches in infection control are swiftly addressed and that lessons are learned to prevent recurrence. We conduct regular audits of our IPC practices to identify areas for improvement and ensure compliance with regulatory standards.

MEDICINES OPTIMISATION

We ensure that all aspects of medication management—from prescription to administration—are handled with the utmost precision and care. Our staff are trained to a regulatory expectation in medicines management, including safe storage, accurate dosing, proper administration techniques and the relevance of consent and mental capacity. This training is regularly updated to keep our team informed of best practices guidance and regulatory requirements.

We collaborate closely with healthcare professionals, including pharmacists and GPs, to ensure that each person's medication regimen is tailored to their individual needs and that any changes are carefully monitored, reviewed and implemented. Our staff conduct thorough medication reviews to ensure that all prescribed medicines are necessary, effective, and optimally dosed, minimising the risk of adverse effects and interactions. We also emphasise the importance of involving people in decisions about their medications, respecting their preferences, and ensuring they understand the purpose and potential side effects of their treatments. Initiatives such as STOMP (Stopping over medication of people with a learning disability and autistic people) is championed at all levels and the principles actively followed to mitigate against a reliance on psychotropic medication. Our policies and procedures for medicine management are underpinned by relevant legislation and guidelines to ensure that a wider focus is applied to the person's situation and behavioural presentation, such as 'Challenging behaviour and learning disabilities' (NICE, 2024). This approach ensures that consideration is subjectively drawn to a variety of determinants as opposed to medication.

To safeguard against medicine errors, and near misses, we operate a robust system for monitoring and recording all aspects of medication management and administration. This includes double-checking dosages, maintaining clear and accurate records, and conducting regular audits to identify and address any discrepancies or areas for improvement. Our incident reporting system ensures that any medication errors are promptly reported, investigated, and used as learning opportunities to prevent future occurrences. All medicine related errors and near misses are subject to comprehensive monthly quality monitoring review in order to identify patterns and trends and to promote continuous opportunities for learning, change, development and improvement.

2.EFFECTIVE

ASSESSING NEEDS

Our assessment process begins with a comprehensive initial evaluation, where we work closely with clients, their families, and relevant health and social care professionals to gather detailed information about the person's medical history, personal preferences, social circumstances, and specific care needs. Relevant reports and information are requested at the point of referral to ensure appropriate consideration in terms of compatibility to service purpose, function, and design. This collaborative approach ensures that we develop an informed understanding of each person's unique situation, needs and expectations.

We use this information to create a personalised support plan that addresses all aspects of the client's health and well-being, including physical, emotional, and social needs. Our support plans are dynamic documents, regularly reviewed and updated to reflect any changes in the person's needs or circumstances. This ongoing assessment process allows us to adjust approaches and strategies promptly, ensuring that we continue to meet the person's evolving needs effectively.

Our staff are trained to recognise and report any changes in a client's condition, ensuring that any emerging needs are promptly identified and responded to. We also emphasise the importance of involving people in the assessment process, ensuring they have a genuine voice in their care planning and feel empowered to make informed decisions about their support arrangements and accommodation. Additionally, support conduct regular audits and quality checks on our assessment processes to ensure they remain robust and effective.

DELIVERING EVIDENCE BASED CARE AND TREATMENT

Our approach to evidence-based care begins with a thorough understanding of the latest research and clinical guidelines, which we integrate into our support protocols and procedures. Our staff undergo regular training and professional development (CPD) to stay updated on the most current evidence-based practices, ensuring that the care we provide effective, evidence-based and collaboratively agreed.

We prioritise the continuous monitoring and evaluation of our support processes and practices to ensure they align with the latest evidence. This includes regular audits, feedback sessions, and clinical reviews, which allow us to assess the effectiveness of our interventions and make necessary adjustments. Our support plans are designed to be dynamic and responsive, incorporating the latest evidence to meet the unique needs of each individual effectively. We also maintain strong

partnerships with health and social care professionals and agencies, ensuring that our service users benefit from multidisciplinary expertise and the most up-to-date therapeutic support and intervention strategies available.

Involving clients and their families in decisions is central to our approach, as we ensure they are fully informed about the evidence supporting their care and treatment options. This collaborative approach empowers individuals to make informed choices, enhancing their confidence in the care they receive.

HOW STAFF, TEAMS AND SERVICES WORK TOGETHER

Our approach begins with promoting a strong culture of communication and teamwork across all levels of our organisation. We hold regular multidisciplinary team meetings where support staff, coordinators, and managers discuss each person's care arrangements, share ideas and updates, and address any concerns. This collaborative approach ensures that everyone involved in an individual's support is fully informed and aligned on their needs, preferences, and any changes in their presentation.

We emphasise the importance of clear and consistent communication between our team members and external health and social care agencies, such as GPs, specialist teams, and local authorities. This ensures that our service users receive rounded support that is well-coordinated and informed by expert input from all relevant agencies. Our staff are trained to use standardised communication tools, such as SBAR (Situation, Background, Assessment, Recommendation), to facilitate efficient and effective information exchange, minimising the risk of miscommunication.

Furthermore, we utilise technology to enhance coordination, operating electronic support planning records that are accessible to all relevant team members. This ensures that everyone involved in a person's care has real-time access to up-to-date information, enabling prompt and informed decision-making.

We also encourage a culture of mutual support and respect among our staff, recognising that teamwork is essential to delivering high-quality care. Regular team-building activities, supervision sessions, and opportunities for professional development help strengthen these collaborative relationships.

SUPPORTING PEOPLE TO LIVE HEALTHIER LIVES

We believe that promoting health and well-being extends beyond providing care; it involves empowering our service users to take an active role in maintaining and improving their health. Our approach begins with an all-encompassing assessment of each client's physical, emotional, and social needs, which allows us to develop personalised care plans that include health promotion activities tailored to their individual circumstances.

We actively encourage and support our clients to adopt healthier lifestyles by providing education, resources, and practical assistance. This includes guidance on nutrition, exercise, and mental well-being, as well as helping people access community resources such as fitness programmes, social groups, and health and social care services. Our staff are trained to deliver health promotion in a way that is respectful, engaging, and adapted to the needs and preferences of each person. This

ensures that people feel motivated and supported in making positive changes to their health behaviours. Contemporary models and frameworks are considered during the support plan creation process, such as the dynamic model of wellbeing.

In addition, we work closely with an array of healthcare professionals, including dietitians, physiotherapists, and mental health specialists, to ensure a comprehensive approach to health promotion. We regularly monitor and review each person's progress towards their health goals, making adjustments to their support plan as needed to reflect changes in their health status, presentation or preferences.

MONITORING AND IMPROVING OUTCOMES

Our approach begins with setting clear, measurable goals for each client based on a thorough initial assessment and ongoing evaluations of their health and well-being. These goals are documented in personalised support plans, which are regularly reviewed and updated to reflect any changes in the individual's condition, needs or preferences.

We use a comprehensive system for evaluating and analysing outcomes, using both qualitative and quantitative data to assess the effectiveness of approaches and support being delivered. This includes regular satisfaction surveys, feedback from families and healthcare professionals, and the use of key performance indicators (KPIs) related to health improvements, independence, and quality of life. Our electronic care management system plays a crucial role in this process, allowing us to easily collect, monitor, and analyse data on client outcomes in real time.

To ensure continuous improvement, we conduct regular audits and reviews, where we critically evaluate our performance against established standards and benchmarks. Any areas identified for improvement are addressed through targeted action plans, staff training, and adjustments to care practices. We also foster a culture of openness and learning within our team, encouraging staff to share insights and ideas for enhancing care quality and outcomes.

CONSENT TO CARE AND TREATMENT

We recognise that obtaining and respecting consent is not only a legal requirement but also a foundation of delivering person-centred care that honours each client's autonomy and dignity.

Our approach to consent begins with clear and compassionate communication. Before any care or treatment is provided, our staff take the time to explain all aspects of the proposed services, including the benefits, risks, and any alternatives, in a way that is easily understood by the client. We ensure that clients have the opportunity to ask questions and that they feel fully informed before making any decisions. This process is documented carefully, with written consent obtained and recorded in the client's support plan. Information is offered and presented in accessible formats to promote and empower collaboration in terms of consent to care and treatment.

For individuals who may have difficulty understanding information or making decisions, such as those with cognitive impairments, we involve family members, legal representatives, or advocates to support the decision-making process. We are also fully compliant with the Mental Capacity Act 2005, conducting assessments when necessary to determine a person's mental capacity to consent. If an individual is deemed to lack mental capacity, we follow best interest guidelines, ensuring that any decisions made are in the person's best interest and involve those closest to them.

Consent is not a one-time event but an ongoing process. We regularly review and confirm consent, particularly if there are changes in the client's care plan or health status.

3. CARING

KINDNESS, COMPASSION AND DIGNITY

We believe that treating every individual with respect and empathy is fundamental to delivering person-centred care, ensuring our service users feel valued and supported. Our staff are carefully selected not only for their professional skills but also for their ability to demonstrate genuine empathy and compassion. All team members receive comprehensive training in dignity, respect, and emotional intelligence, enabling them to build meaningful relationships with service users while recognising their individuality and personal preferences.

We understand that dignity is about more than just physical care; it involves actively listening to people, respecting their choices, and involving them in decisions about their care. We take the time to understand each person's unique needs and preferences, providing care that empowers them to maintain independence and control over their lives. Whether assisting with daily tasks or providing emotional support, we ensure that clients are treated with the utmost respect and that their privacy is protected at all times.

Our staff are trained to recognise and respond to the emotional and social needs of the people they support, nurturing a warm and supportive environment where clients feel safe, listened to, understood, and cared for. We also actively seek feedback from service users and their families, using it to continuously improve our services and ensure we consistently meet the high standards of care we promise.

TREATING PEOPLE AS INDIVIDUALS

We recognise that every person is unique, with their own preferences, needs, and values. Our approach to care is extremely person-centred, ensuring that each client's individuality is championed, respected and that they are involved in all decisions regarding their care. We begin by conducting a thorough assessment, where we take the time to listen to service users and their families, understanding their life history, identity, personal preferences, cultural background, and specific care requirements. This helps us create a personalised care plan tailored to their unique needs and wishes.

We educate our staff to treat every service user with the utmost respect and to recognise the importance of personal choice and autonomy. Our team nurtures an environment of dignity, encouraging clients to make their own decisions about daily routines, from meal choices to activities, and ensuring they have control over how their care and support is delivered.

Additionally, we ensure support plans are dynamic, regularly reviewed, and adjusted as individual need evolves, so the care we provide is always reflective of their current situation and preferences.

We actively encourage open communication, where clients feel empowered to express their views and are heard at every step and stage of their life and care journey.

By treating people as individuals, we not only meet their physical needs but also nurture their emotional well-being, helping them feel valued and understood.

INDEPENDENCE, CHOICE AND CONTROL

We believe that empowering our service users to maintain control over their own lives is key to their well-being and dignity. Our approach begins with actively involving clients in every aspect of their care and support, from the initial assessment to the creation and regular review of their personalised care and support plan and package of care. We take the time to understand their preferences, goals, and values, ensuring they are at the heart of all decisions about their care and support.

We encourage service users to make choices about their daily routines, such as meal preferences, activities, and when and how they receive support. By respecting these choices, we help clients retain a sense of autonomy and control, fostering their independence. Our staff are trained to support people in ways that enhance their ability to do things for themselves, providing assistance only when needed, and encouraging them to maintain or regain their independence in everyday tasks.

Furthermore, we promote independence by offering flexible care services that adapt to changing needs, allowing individuals to remain as self-sufficient as possible. Whether it's supporting mobility, providing assistive technology, or facilitating access to community resources, we work closely with individuals to ensure they have the tools and opportunities to live their lives on their terms.

RESPONDING TO PEOPLE'S IMMEDIATE NEEDS

We understand that our clients may face changing circumstances or unexpected situations that require immediate attention. To meet this, we have established robust systems and procedures that allow us to provide responsive and timely care whenever it's needed.

Our care staff are trained to recognise and respond swiftly to any changes in a person's condition or requirements. Whether it's a sudden health issue, an emotional need, or an urgent request for assistance, our team is equipped to act quickly and efficiently, ensuring our service users feel supported and cared for at all times. We maintain open lines of communication, with our care coordinators and managers available 24/7, providing service users and their families with the assurance that help is always within reach.

We use technology to evaluate and monitor each client's needs in real time, allowing us to respond flexibly and adjust care plans as necessary. This proactive approach ensures that any emerging needs are identified early and met before they become critical. We understand the importance of being alert to changing needs and the importance of proactively liaising with professionals in order to prevent the development of further needs.

In addition to planned support, our staff are prepared to provide immediate assistance, liaise with healthcare professionals, and ensure service users receive the right level of care and support in urgent situations.

WORKFORCE WELLBEING AND ENABLEMENT

We are committed to creating a supportive, empowering environment where staff feel valued, respected, and equipped to provide the best possible care to our service users.

Our approach to workforce well-being begins with a strong focus on mental, emotional, and physical health. We offer regular wellbeing check-ins, access to mental health resources, and flexible working hours to support work-life balance. Recognising the challenging nature of care work, we provide ongoing support through supervision sessions, peer mentoring, and an open-door policy that encourages staff to voice concerns and seek help when needed.

We invest in continuous professional development, ensuring our staff are well-trained and confident in their roles. All employees undergo regular training in both mandatory domains, such as safeguarding and infection control, as well as areas that enhance their personal and professional growth and skills. By offering clear career progression pathways and opportunities for further qualifications, we enable our team to develop their expertise and advance their careers within our organisation.

To foster a positive and collaborative work environment, we encourage open communication and actively seek staff feedback through surveys, meetings, and informal discussions. This feedback is essential in shaping our policies, procedures and improving the work environment.

4. RESPONSIVE

PERSON CENTRED CARE

We understand that everyone is unique, with their own preferences, needs, and life experiences, and we are dedicated to championing this diversity in every aspect of our support. Our approach begins with a comprehensive and compassionate assessment process, where we engage with clients, their families, and relevant healthcare professionals to gain a deep understanding of each person's physical, emotional, and social needs. This thorough assessment forms the basis of a personalised care plan that is tailored specifically to support the individual's goals, preferences, and lifestyle.

We empower our service users by involving them in every decision related to their support, ensuring they have a significant voice in how their support is planned and delivered. Our staff are trained to actively listen and respond to the unique wishes and choices of each person, cultivating an environment where people feel respected and valued. Whether it's selecting daily activities, meal preferences, or the type of support needed, we prioritise the autonomy of our clients, enabling them to maintain control over their own lives.

Additionally, we ensure that our support plans are dynamic and flexible, regularly reviewed and adjusted to reflect any changes in individual circumstances or preferences. This ongoing

collaboration ensures that the care provided remains relevant and effective, enhancing the overall quality of life for our clients. Our commitment to person-centred care is further supported by creating a warm and welcoming environment where clients feel safe, comfortable, and understood.

CARE PROVISION, INTEGRATION AND CONTINUITY

Our approach is built on the principle that consistent, well-coordinated support enhances the overall experience and well-being of our service users. From the outset, we work in partnership with individuals, their families, and health and social care professionals to develop individualised care plans that reflect each person's unique needs, preferences, and medical and collateral history. This ensures that every aspect of the person's care is astutely considered, with a focus on consistency and continuity.

Integration is a key element of our care model. We actively collaborate with local health and social care services, including GPs, community nurses, and specialists, to ensure that our service users receive comprehensive, relevant, and informed care. By maintaining open communication and regularly sharing information with all relevant parties, we ensure that service users experience smooth transitions between services and that their care is delivered without any disruptions.

Our team also places a strong emphasis on continuity of care, ensuring that service users are supported by familiar staff who understand their needs and preferences. This approach promotes trust and helps to maintain strong, long-term relationships, which contribute to a higher quality of care and improved outcomes. We also use digital care records to ensure that up-to-date information is always available to our staff, allowing us to respond quickly to any changes in a person's situation or condition.

PROVIDING INFORMATION

We understand that access to the right information is crucial for service users to make informed decisions about their support and well-being. From the initial meeting, we ensure that all information about our services, support strategies, costs, and procedures is presented in a way that is easy to understand, in accordance with The Accessible Information Standard (AIS).. Methods include, large print, audio, easy read, or different languages, to meet individual needs.

Our team takes time to explain every aspect of a service users care plan, ensuring they are fully informed about what to expect and any potential changes. We also provide detailed information about the rights and freedoms, including how to share feedback or raise a complaint, in line with our transparent and open communication policy. This ensures clients and their families feel empowered to speak up and understand all their rights and care options.

We maintain a close relationship with service users by regularly updating them and their relatives (where permitted) on any changes to their support, health, or service delivery. Our digital care management system also provides secure access to real-time care records, ensuring all relevant parties are kept informed.

LISTENING TO AND INVOLVING PEOPLE

We are committed to ensuring that the voice of every individual is heard, respected, and acted upon throughout their care journey. From the initial assessment to ongoing reviews, we engage directly with clients and their relatives, ensuring they are involved in every decision about their care. We tailor our services based on their preferences, needs, and feedback, ensuring that individuals feel empowered and in control of their care.

Our team promotes an open and trusting environment where individuals are encouraged to express their views, opinions and and concerns. Regular feedback is actively sought through a range of methods, such as surveys, face-to-face conversations, and family consultations. This feedback is not only welcomed but plays a crucial role in shaping and improving the care we provide. Any suggestions or concerns raised by service users and/or their families are addressed promptly, and changes are implemented when necessary to ensure that their wishes are respected.

We also provide individuals with regular opportunities to participate in a review of their care and support plan, ensuring that their needs are understood, met and that they remain at the centre of any decision-making process. By prioritising involvement and maintaining a continuous dialogue with service users, we ensure that our services remain flexible, proactive and responsive.

EQUITY IN ACCESS

We believe that everyone, regardless of their background, circumstances, or needs, deserves access to high-quality, compassionate care and support. To achieve this, we have implemented policies and practices that promote inclusivity and remove barriers to care for individuals from diverse communities, including those with disabilities, varying cultural backgrounds, or socio-economic challenges.

Our service begins with a comprehensive assessment of each person's needs, ensuring that any specific cultural, language, or accessibility requirements are identified and met. We offer services that are culturally sensitive, with staff trained to respect and honour the diversity of our clients, including understanding religious or cultural customs, dietary preferences, and communication styles. We also provide information and materials in accessible formats, such as different languages, large print, or braille, ensuring that no one is excluded from understanding their care options.

To further enhance equitable access, we work closely with local community organisations, healthcare providers, and social services to reach underserved populations and ensure they are aware of the support available to them. Additionally, our pricing structure is designed to be transparent and flexible, ensuring that care is affordable for those in need, and we actively support clients in accessing funding or benefits where available.

EQUITY IN EXPERIENCES AND OUTCOMES

We are dedicated to providing each service user with a consistent, high-quality experience and achieving positive outcomes, regardless of their individual circumstances or background. Our approach to achieving equity begins with personalised care planning, where we carefully assess and address each person's unique needs, preferences, and chosen outcomes. This ensures that all service

users receive care that is tailored specifically to them, promoting fairness in the quality and effectiveness of the services provided.

We actively monitor and evaluate care outcomes through regular reviews and feedback mechanisms, ensuring that all service users receive the support they need to achieve their personal goals and desired life outcomes, while maintaining their well-being. By analysing outcome data and client feedback, we identify any disparities in care experiences and outcomes and take proactive measures to rectify them. This includes adjusting plans, providing additional support, or implementing targeted training for staff to ensure that service user receives both relevant and conducive care.

Additionally, we are committed to promoting an inclusive environment where every person feels respected and valued. Our staff are trained to recognise and address any potential biases and to deliver care that is respectful of each person's cultural, social, and personal context. We also engage with service users and their families to understand their experiences and ensure that any barriers to achieving positive outcomes are identified and overcome.

PLANNING FOR THE FUTURE

We understand that effective long-term care planning is essential for adapting to the evolving needs of our service users and ensuring that their care remains relevant and effective over time. Our approach begins with comprehensive initial assessments that identify not only current needs but also potential future requirements. These assessments are conducted in collaboration with service users, their families, and relevant health and social care professionals to develop a dynamic care plan that anticipates changes and prepares for a range of circumstances.

We regularly review and update support plans to reflect any changes in a person's health, preferences, or circumstances, ensuring that the care provided is always aligned with their current and anticipated needs. Our team stays informed about advancements in care practices and emerging health issues to proactively integrate new strategies and resources into our support planning processes. This forward-thinking approach helps us to anticipate and mitigate potential challenges before they arise, maintaining high standards of care and support.

Additionally, we engage service users and their relatives in discussions about future care options and preferences, including end-of-life planning if appropriate. This collaborative approach ensures that clients' wishes are respected, and that care is provided in a manner that aligns with their long-term goals and values.

5.WELL LED

SHARED DIRECTION AND CULTURE

We are dedicated to creating a cohesive and supportive environment where our vision and values are clearly communicated and embraced by every member of our team. Our commitment begins with a well-defined mission statement that underscores our dedication to compassionate, person-

centred care, and this mission is consistently reinforced through regular training and internal communications.

We promote a unified culture by embedding our core values—respect, empathy, and excellence—into every aspect of our work. New staff members undergo an extensive orientation program that introduces them to our organisational culture, care philosophies, and expectations. This ensures that everyone is aligned with our mission from the start. We also hold regular team meetings, briefings and workshops that encourage open dialogue, shared learning, and collaborative problem-solving. These sessions are designed to reinforce our collective goals and to address any challenges or opportunities for improvement as a team.

Additionally, we recognise and celebrate the achievements of our staff, which fosters a sense of shared purpose and motivation. Our leadership team is actively involved in day-to-day operations, providing guidance and support to ensure that our culture of excellence is maintained across all levels of the organisation.

CAPABLE, COMPASSIONATE AND INCLUSIVE LEADERS

Our leaders are selected not only for their professional expertise and experience but also for their ability to inspire and support their teams while promoting an inclusive environment. We believe that effective leadership is crucial to delivering high-quality, person-centred care, and our leaders play a pivotal role in shaping our organisational culture and practices.

Our leaders are highly trained and skilled, with a deep understanding of the complexities of people's ranging needs. They are adept at managing resources, navigating regulatory requirements, and implementing best practices to ensure the highest standards of care. Beyond their practical capabilities, our leaders are deeply compassionate, demonstrating empathy and understanding in their interactions with both service users and staff. They are committed to providing emotional support and guidance, creating a work environment where everyone feels safe, valued and supported.

Inclusivity is a core value for our leadership team. We actively promote a diverse and equitable workplace where all staff members are respected, and their contributions are recognised. Our leaders are trained in inclusive practices and are dedicated to creating opportunities for all staff to grow and succeed. They work to ensure that every voice is heard and that all team members have equal access to development opportunities and resources.

FREEDOM TO SPEAK UP

We believe that creating an environment where staff, service users, and their relatives feel empowered to voice concerns, share feedback, and report issues is essential for maintaining high standards of care and continuous improvement.

Our organisation has established clear, accessible channels for staff to raise concerns without fear of reprisal. This includes regular one-on-one supervision sessions, anonymous feedback mechanisms, and open-door policies with senior management. On display is also our whistleblowing policy and information on how to contact relevant agencies. We actively encourage staff to speak up about any issues they encounter, whether related to care practices, workplace conditions, or

other concerns, and ensure that their feedback is taken seriously and acted upon. Staff are trained on the importance of reporting concerns and are assured that their concerns will be handled both confidentially and respectfully.

For our clients and their families, we provide multiple avenues to express their feedback, including dedicated complaint and suggestion forms, regular satisfaction surveys, and direct communication with involved professionals and practitioners. We actively seek input from service users and their families to continuously refine and enhance our services, ensuring that their voices are heard and valued.

WORKFORCE EQUALITY, DIVERSITY AND INCLUSION

We believe that a diverse and inclusive workforce enhances the quality of care we provide, reflecting the communities we serve and fostering a supportive environment for all employees. Our recruitment practices are designed to attract a diverse range of candidates, ensuring equal opportunities for all applicants regardless of race, gender, age, disability, sexual orientation, or other personal characteristics. We are dedicated to eliminating discrimination and bias through fair hiring processes and by actively promoting diversity in our workforce.

Our inclusivity efforts extend beyond recruitment. We provide comprehensive training programs that emphasise the importance of cultural competency, anti-discrimination practices, and respect for individual differences. This training ensures that all staff members are equipped to work effectively in a diverse environment and to provide care that is respectful of service users varying backgrounds and needs.

We also have policies in place to support workforce equality, including equitable pay, opportunities for career advancement, and support for work-life balance. Regular diversity audits and feedback mechanisms help us assess the effectiveness of our practices and identify areas for improvement. We actively encourage an open dialogue where employees can express concerns, suggest improvements, and contribute to an inclusive culture.

GOVERNANCE, MANAGEMENT AND SUSTAINABILITY

Our governance framework is designed to provide clear oversight and accountability across all levels of our organisation. We have established a dedicated management and leadership team that meets regularly to review performance, assess risks, and ensure compliance with regulatory requirements. This team of skilled managers is supported by comprehensive policies and procedures that guide our operations and maintain high standards of care.

Our management team is highly skilled and experienced, with a clear structure that supports effective decision-making and operational excellence. Regular management meetings and performance reviews ensure that we remain aligned with our strategic objectives and can quickly address any emerging issues. We foster a culture of transparency and continuous improvement, where feedback from service users, staff, and stakeholders is actively sought and used to drive improvements in service delivery.

Sustainability is a key focus in our operational strategy. We are committed to implementing environmentally and socially responsible practices, such as reducing waste, conserving resources, and promoting ethical sourcing. We also prioritise long-term planning and resource management to ensure that our services can continue to meet the needs of our clients now and in the future. Our financial practices are designed to ensure stability and sustainability, allowing us to invest in staff development, technology, and infrastructure.

PARTNERSHIPS AND COMMUNITIES

Our approach involves actively collaborating with local health and social care providers, community organisations, and other relevant stakeholders to ensure comprehensive, coordinated care for our clients. We work closely with local authorities, NHS services, and community groups to stay informed about the needs of the populations we serve and to integrate our services seamlessly with existing support networks.

Our partnerships extend to working with a range of organisations to provide additional resources and support for our service users. For example, we collaborate with charities and support groups to offer specialised services and access to community-based programs that enhance the well-being and social engagement of our service users. We also participate in local forums and events to stay connected with community developments and to advocate for the needs of those we support and care for.

We are committed to creating a positive impact within the communities we serve by supporting local initiatives and nurturing relationships with community leaders. This includes providing educational workshops, participating in health awareness campaigns, and engaging in volunteer opportunities. Our goal is to contribute to the broader community while ensuring that our service users have access to a full range of services and support systems.

LEARNING, IMPROVEMENT AND INNOVATION

We believe that staying at the forefront of care practices and embracing new technologies and methods are crucial to delivering high-quality services and meeting the changing needs of our service users. Our commitment to learning is demonstrated through regular training and professional development opportunities for our staff. We ensure that our team is well-versed in the latest care techniques, regulatory requirements, and best practices, providing them with the knowledge and skills needed to excel in their roles.

We actively seek feedback from service users, their families, and staff to identify areas for improvement. This feedback is systematically reviewed and used to drive enhancements in our care delivery. We conduct regular audits and performance reviews to evaluate our services and outcomes, allowing us to identify strengths and areas where improvements can be made. Our commitment to innovation is evident in our adoption of technology and care models that enhance the quality and efficiency of our services. We invest in modern care management systems, data analytics, and other tools that support informed decision-making and personalised care.

ENVIRONMENTAL SUSTAINABILITY – SUSTAINABLE DEVELOPMENT

We are committed to minimising our environmental impact and promoting eco-friendly practices across all aspects of our service delivery. Our approach begins with implementing energy-efficient solutions in our offices and care facilities, such as LED lighting, smart thermostats, and energy-saving appliances. We also prioritise reducing waste by employing recycling programs, minimising single-use plastics, and sourcing environmentally friendly products.

In addition to these measures, we actively promote sustainability in our day-to-day operations. Our staff are trained to follow best practices in reducing energy consumption and waste generation, and we encourage them to incorporate these practices into their home care routines. For example, we use digital tools to streamline communication and record-keeping, reducing the need for paper and minimising our carbon footprint.

We also support sustainable development by partnering with suppliers and service providers who share our commitment to environmental responsibility. We carefully select vendors based on their sustainability practices and work with local businesses to reduce transportation emissions and support the local economy.

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