

AR23 - Statement of Purpose



Statement of Purpose

Eleven Sisters Community Support Services Ltd
616 Mitcham Road
Challenge House, Unit 9IT
Croydon
London
CR0 3AA

Tel: 0203 903 8663

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Eleven Sisters Community Support Services Ltd's Statements of Purpose

AIMS & OBJECTIVES OF Eleven Sisters Community Support Services Ltd

Eleven Sisters Community Support Services Limited is established to provide Excellent Standards of Care, Management and Support that meet the needs of our clients while ensuring that their dignity and self-Respect are met.

The Service will provide Community based services to children with Severe Learning difficulties, Complex need including children with Autistic spectrum disorder.

The Service will provide Domiciliary Care Services to care of the elderly including Dementia Care.

The Service will represent the Company and deal with day to day activities of the Branch.

The Service will maintain contact with customers, carers, Social Services, all Professional maintaining the Customer's well being and other external agencies.

The Company will be responsible for Recruitment / the allocation of Carers, Field Assessment, Supervision and Spot Checks.

The Services will work with family and children with severe learning disability and complex need, supporting them in achieving goals, as per care plan in their activities of daily living, thereby promoting independence and self-esteem.

The Service will provide support to family requiring assistance with Palliative Care (both children and adults), supporting them in achieving set goals as per care plan. Working with children and adults with terminal illness supporting them and their families, being there for them when they need someone most.

The Service will accept Customer Referrals from Local Authorities. Ensure that a diverse staff team are adequately skilled and supported to provide a high standard of care to our service users. The Service will work in partnership with Healthcare Professionals, Commissioning and Social Work Professionals.

The Service will promote independence, treat customers with respect and dignity, ensure customers and staff personal information is kept private and safe.

The Service is safe because people are supported by staff who are trained and knowledgeable in safeguarding adult and children procedures and know what to do if they suspected abuse. The Service will provide a safe recruitment process which ensure that staff are suitable to work with people who may be vulnerable.

sought by staff before care and support is delivered.

The Service will provide support in line with mental capacity legislation and people consent is Eleven Sisters will provide a safe service because staff will have safeguarding knowledge and know the signs of abuse to be aware of. The Risk to Service users will be identified and plans are in place to manage them.

The Service will ensure Staffs are recruited in a safe way that involves multiple checks.

The staff will be taught to encourage services users to take their medications and safely recorded.

The staff will have the skills to safely support service users with their mobility equipment at home.

Eleven Sisters Community Support services will ensure staff received training and are supervised and appraised. The staff's will be trained and understands the principles of the Mental Capacity Act 2005, reviewed 2009 and the need for people consent for care to be delivered, to encourage service users whenever they are required.

The service will manage Carers And acceptance of care packages for Eleven sisters Community Support Services.

The service will encourage a feedback policy from client and families of client to ensure the dignity And respect of service users are met.

Welcome

Domicillary care provided in their privately own homes in Various area with in Surrey Merton, Kent ,Lambeth and Bromley

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Assisting family in Providing care and management to the family with special health Care and educational needs.

Hospital at Home to providing care and management to children with Special needs requiring extra support with in their home setting.

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 that need of Service Users and staff.

Details of Registered Provider, Nominated Person and Registered Manager

Registered Provider:

Name: ELEVEN SISTERS COMMUNITY SUPPORT SERVICES LIMITED.

Address: 616 Mitcham Road
Challenge House, Unit 9IT
Croydon
London
CR0 3AA

Experience: I qualified many years ago as a staff midwife at ST Louise Catholic Hospital School of Midwifery Zonkwa, Kaduna State, Nigeria from 1979-1982 where I obtained my midwifery qualification (SCM) State Certificate Midwife. Following my qualification, I had a one year midwifery experience working as a Staff midwife at ST Brendan Catholic Hospital Bacita in Nigeria: 1982-1983.

I attended my general Nursing Studies in Zaria, Nigeria at the ST Luke Anglican School of Nursing and midwifery Wusasa Zaria Kaduna State Nigeria and successfully obtained my Registered General Nursing Certificate (RGN) in 1984-1985.

In 1986-1987 I worked as a staff Midwife at Sefa Maternity Hospital, Nigeria.

In May 1987 I worked in ST Gerard's Catholic Hospital Kaduna, Nigeria for a year as a Staff Midwife where I obtained more Nursing and Midwifery Clinical Experience before coming to Britain finally in 1988 to continue my career in Nursing in the United Kingdom.

I did my Nursing Adaptation at ST George University Hospital Tooting, London in 1990- 1991.

Prior to my adaptation, I worked as a Health Care Assistant with Park Gate Nursing Agency at MeadBank Nursing Home and at the Army Royal Infirmary Hospital Caring for the Elderly Army as well as working at Bolingbroke Hospital Balham caring for care of the elderly in 1988 to 1990.

In 1991 I was employed at the Paediatric Unit of St Thomas Hospital in Helen Ward which comprises of General Paediatric, Surgical Paediatric and Oncology Paediatric Ward, working here helped me to develop interest in becoming a Paediatric Nursing and obtained admission to study and qualified as a Registered Sick Children Nurse (RSCN) at University of Brighton in 1996. On qualifying as an RSCN I remained as a staff Nurse at Guy's and St Thomas Hospital to November 2002 working at both Guy's and St Thomas Hospital.

Clinical Experience

I worked at Guy's and St Thomas Hospital for eleven years.

I worked at the Harley Street Clinic on the Paediatric Ward as a Paediatric Staff Nurse on Cardiac,

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Oncology and Rehabilitation Ward for 10 years as a Permanent and later as a Bank Staff Nurse Paediatric. I have also worked at the Portland, Princess Grace and the Wellington Hospital on the Paediatric Unit as a Bank Nurse.

While working as a Bank Staff Paediatric Nurse I worked with Various Agency, The Independent Nursing Agency and The Harley Street Nursing Agency as a Flight Nurse Escorting Patients with Special Complex need back to Middle East Post-Surgical Procedure and those Requiring Therapeutic Needs in the Air.

In 2008-2010 I worked as a School Nurse and Immunisation Nurse with Team 24 Nursing Agency AT Highbury and Islington PCT.

2010-2012 I worked with Team 24 Nursing Agency as Immunisation and Child Development Health Check Nurse for two years working with the Health Visitor Team at Lambeth PCT.

2012-2013 I worked at the Children's Trust Tadworth Providing Care, Education and Therapy to children on Rehabilitation with multiple complex health needs and children with acquired Brain Injuries as an Agency Nurse.

In October 2012- July 2015 I worked as an Agency Nurse with Team 24 as a School Nurse with Wandsworth Community and ST George's Hospital PCT.

From August 2015 to October 2016 I worked with London North West Children's Community Nursing Services Ealing.

In October 2016 to Present currently working with 1st Options and Enviva Paediatric Nursing Care Providing Home Care to children with multiple complex need requiring Home Ventilator, BIPAP, CPAP on Gastrostomy and Tracheostomy for their care and management at home.

In January 2017 to present working at the Platinum Medical Centre as Part Time Paediatric Nurse at the outPatient Department Covering the Wellington Hospital, both South and North for the consultant requiring Paediatric Care.

1 Nominated Person:

1 Name: ESTHER .E.MENSAH

1 Address: Eleven Sisters Community Support Services Ltd, 616 Mitcham Road
Challenge House, Unit 9IT
Croydon
London
CR0 3AA

1 Experience: QUALIFIED STAFF NURSE AND PAEDIATRIC NURSE.

1 Registered Manager:

1 Name: Mrs Esther Erikefe Mensah

1 Address: Eleven Sisters Community Support Services Ltd, 616 Mitcham Road
Challenge House, Unit 9IT
Croydon
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1 07956 838340

1 Qualifications:

EDUCATION

1979-1982

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St Louise Catholic Hospital

School of Midwifery

Zonkwa, Kaduna

Kaduna State, Nigeria.

1984-1985

St Luke Anglican Hospital

School of Nursing and Midwifery, Zaria

1990-1991

St Georges Hospital

School of Nursing

Tooting Broadway, London, SW17

1996-1996

University of Brighton

Institute of Nursing and Midwifery, Education Centre

Pembury, Tunbridge Wells, Kent TN2 4QJ

QUALIFICATIONS

1977 West Africa School Certificate (G.C.S.E Equivalent)

1982 State Certificate Midwife (SCN)

1986- Registered General Nurse

1991 Registered General Nurse UK

1996-Registered Sick Children's Nurse

2001- Diploma in Care and Management of Diabetes in Paediatric Nursing

2009- Foundation on Care and Administration of Immunisation and BCG on neonate and adult plus Anaphylaxis

EMPLOYMENT HISTORY

1982-1983 St Brendan Catholic Hospital, Nigeria

1986-1987 Sefa Maternity Hospital, Nigeria

1987-1988 St Gerald Catholic Hospital, Nigeria

1985-1986 Park Gate Nursing Agency, London

1988-1995 Meadbank Nursing Home, Battersea London

1991-2002 St Thomas Hospital (Staff Nurse RCN- Senior Paediatric Staff Nurse)

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2002-2005 Reed Nursing Agency

2005-2007 Harley Street- Senior Staff Nurse in Paediatric Ward

2007 HCA Bank-Paediatric staff nurse, Portland Hospital, Harley Street Hospital, Princess Grace Hospital

2005- 2008- Independent Nursing- Agency- Flight Nurse

2008-2010 Team 24 Nursing Agency- (School Nurse/ Immunisation)

2010-2012 Team 24 Nursing Agency Immunisation and child development health check for one year working with Health Visitors

2012- oct. 2012 The Children's Trust Tadworth- providing care, education, therapy and rehabilitation to children with multiple complex health needs and to children with acquired brain injury.

Oct 2012- Ju7ly 2015- Team 24 Agency: school nurse with Wandsworth Community PCT

PaediatricBank Nurse working on Oncology ward, PICU, NICU SCBU, Paediatric Surgical Ward and Rehabilitation Ward.

August 2015- september 2016- London North West Children Community Nursing Services Ealing.

Providing Hospital at Homecare to children ages 0 to 19 years of age with complex needs, Children with Various Medical conditions including Oncology Children Accessing their Port -A-Cath, PICC Line, Peripheral line and Their Hickman Line as well as care and management of their Intravenous Line care. Also providing care to all Paediatrics requiring general care and management at home and at special Schools. Teaching Parents on the care and management of their children's Gastrostomy and Tracheostomy and Changing it at home.

Teaching Parents on the emergency care required to Children with Epilepsies.

Educating Schools on the Care and management on the care and management of children with complex need requiring immediate medical care before help arrives.

Teaching Parents and Schools on the insertion of Gastrostomy and Nasogastric Tube in an emergencies.

Also act as an advocate to parents in the community WITH THEIR gp AND The Hospitals.

Provide Palliative care to children whom are Terminally ill.

EXPERIENCE AND COMPETENCIES.

Guys and St Thomases Hospital General Paediatric, Oncology and Adolescence unit.

Paediatric Cardiac Nurse Harley Street Clinic.

Oncology experience Harley Street Clinic.

General Paediatric Portland on Rehabilitation Ward.

NICU and SCBU Experience Portland Hospital, Chelsea and Westminster, Winnie Cot St Mary's Hospital and Lewisham University Hospital.

Paediatric Surgical Nurse and Spinal Care Harley Street Clinic, Princess Grace and The Portland Hospital.

Paediatric Special Care Need and Respite Nurse At the Bromley pct NAD The Portland Hospital..

Flight Nurse Escorting Patient with Special Complex Needs back to the Middle East Post Surgical procedure and other Medical condition requiring Therapeutic needs and continuity of care.

Palliative Care to Children whom are Terminally ill in the community.

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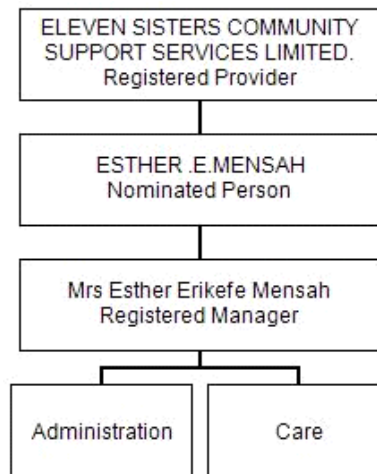
Paediatric Care.

Staff Profile

- The staff allocated to support you will be chosen in order to match their skills with your needs, and also to minimise travelling distances in order to support good time attendance. In addition to the direct support staff the Registered Manager works 40 hours per week, most of which should be in addition to the levels displayed. In certain circumstances the manager may be included within the staffing levels described. Staffing levels may be changed at the discretion of the Manager if there are particular needs. Care staff work on a rota system which ensures that the service is staffed by the appropriate number and skill mix, including weekends and public holidays. New employees are inducted to National Training Organisation standards within 12 weeks of employment. We manage and train our employees with the aim that all of our carers are offered to achieve QCF level 2. All other employees receive the training appropriate to their work, for example Food Hygiene for catering staff. All employees receive annual training in health and safety matters such as moving and handling, fire awareness and procedures, adult protection issues, and a range of other matters.

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Organisation of the The Agency



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Description of Our Services and Facilities

Services Offered

- | The following services are provided at The Agency's location:
 - | Acute Services
 - | Hospital Services for people with mental health needs, learning disabilities and problems with substance misuse
 - | Hospice Services
 - | Rehabilitation services
 - | Long-term conditions services
 - | Community healthcare service (please tick if you are a nursing agency only)
 - | Community-based services for people with a learning disability
 - | Urgent care services
 - | Care home service with nursing
 - | Care home service without nursing
 - | Domiciliary care service
 - | Supported living service
 - | Shared Lives
 - | Extra Care housing services
 - | Remote clinical advice service

- | The following regulated activities apply to services provided by The Agency:
 - | Personal Care
 - | Nursing

- | The Agency provides services for the following bands of Service User:
 - | Learning disabilities or autistic spectrum disorder
 - | Older people
 - | Adults
 - | Younger adults
 - | Physical disability
 - | Dementia

- | The following Care and Support Services are provided by The Agency:
 - | Alzheimer's
 - | AIDS/HIV
 - | Eating Disorders
 - | Autism
 - | AHD
 - | Cancer Care
 - | Palliative Care
 - | Cerebral Palsy
 - | Epilepsy
 - | Head/Brain Injury
 - | Auditory Impairment
 - | Motor Neurone Disease
 - | Multiple Sclerosis
 - | Neuropathic
 - | Parkinson's Disease
 - | Orthopaedic
 - | Stroke
 - | Speech Impairment
 - | Respite Care
 - | Day Care
 - | Independent Living Training

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Sheltered Housing

- i Service User Care Plans are reviewed on an individual basis, according to assessed need and regulatory and contractual requirements.

Therapeutic Activities

- i Eleven Sisters Community Support Services 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

- i 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.
- i Our commitment is that:
 - i All complaints will be taken seriously;
 - i All complaints will be acted upon with fairness and impartiality;
 - i You will receive a response within 24 hours of the complaint being made, and a final reply within 28 days;
 - i 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;
 - i Service Users are entitled to involve an impartial third party in the complaint procedure if they so wish.
- i 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.

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Addresses:

Director of Social Services: 0208 726 6000	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: 2nd floor Zone G, Mint Walk, Croydon CR0 1EA	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

- | 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:
 - | CROYDON COUNCIL
Bernard Weatherill House, 8 Mint Walk, Croydon CR0 1EA · 020 8726 6000
 - | CROYDON SOCIAL SERVICES
Bernard Weatherill House, 8 Mint Walk, Croydon CR0 1EA · 020 8726 6000
 - | MERTON COUNCIL AND SOCIAL SERVICES.
Civic Centre, London Road, Morden · 020 8274 4901
 - | WANDSWORTH COUNCIL AND SOCIAL SERVICES.
The Town Hall, Wandsworth High Street, London SW18 2PU
 - | 0300330642
 - | 0300330642

Arrangements for your voting rights can be made through the:

- | 00208 726 6000

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.

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Complaints Form

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

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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.

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.

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