

# STATEMENT OF PURPOSE PERSONAL CARE SERVICES

This document sets out the Statement of Purpose for Core Assets Children's Services and its operation as a **Personal Care Agency** for **children and young people**.



The Core Assets Children's Services Statement of Purpose provides a range of information for:

- Core Assets Children's Services staff
- Children, young people, their families or carers - who use the services
- Local Authorities and Children's Trusts - who commission the services
- Colleagues from other social agencies
- The general public



**The Statement of Purpose is reviewed annually and updated as required.**

**Our Statement of Purpose aims to meet the requirements of:**

- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, as amended
- The Care Quality Commission (Registration) Regulations 2009



**Core Assets Children's Services is a Children's Personal Care Agency operating from:**

**Saxon Mews,  
Saxon Business Park,  
Hanbury Road,  
Stoke Prior,  
Bromsgrove,  
B60 4AD**

**T: 01527 834300**

# Statement of Purpose

## Personal Care Services



### 1. AIMS AND OBJECTIVES

At Core Assets Children's Services, we provide disabled children and young people with the individual support and quality personal care they need to lead enjoyable and fulfilling lives.

We work in partnership with professionals to offer a range of support services that respond flexibly and holistically to the needs of children and their families.

By respecting their dignity and ensuring access to vital social and educational opportunities, our services are helping children and young people to achieve the best possible outcomes in life.

### 2. SERVICES PROVIDED

We provide services for children aged between 0-18 years and young adults up to the age of 25. Our services are tailored for children with disabilities, including autistic spectrum disorders, sensory impairment, and physical and learning disabilities.

We also provide family support services, which are not necessarily regulated under HSCA 2008.

These services are aimed at both disabled and non-disabled children, including siblings.

They include activity groups, befriending, and assisting children to take part in community activities as well as supporting parents in the care of children.

### PERSONAL CARE

Our staff will provide assistance in a child/young person's home, including:

- Assistance in washing/bathing, toileting, dressing and feeding
- Day care and sitting services for family/carers
- Befriending and social activities for children and young people
- Life skills training for young people in their transition to adulthood
- Access to education support e.g tutoring and homework
- Transport for children and young people
- Support to carers away from home on family holidays (in partnership with other agencies)
- Working in partnership with Core Assets Fostering to provide a Short Break Service for children and young people with approved foster carers.

We aim to provide a consistent member of staff to undertake these services. We believe in promoting the child/young person's independence and development whilst respecting their opportunity for choice, dignity and privacy.

### HOURS OF OPERATION

The hours of operation for provision of service will depend upon the assessed needs and time of day that services are required (e.g. assistance with morning routines, or with evening social activities). The main service provision will take place between 9am and 5pm.

We also provide out of hours telephone support. Numbers are as follows.

**Office Hours: 01527 571620**  
**Out of Hours: 01515 484482**

### 3. ACCESS TO CORE ASSETS CHILDREN'S SERVICES - Disability

Enquiries for Core Assets Children's Services can be made by Local Authorities, parents or carers and other representatives of the child/young person.

- Key information will be gathered at the time of enquiry and an outline of the services required.
- We will provide service information and costs either by email or post.
- We will confirm the availability of the services and will arrange for a member of staff to meet the child/young person or their family at home. We will undertake a service and safety assessment with the child/young person and their family.
- In consultation with the child/young person, their family/carer(s) and social worker, a family service plan detailing the personal and other care needs will be drawn up. The service plan and safety assessment will be reviewed and amended as necessary, at least once every three months.
- Core Assets Children's Services will actively canvas feedback from both children/young people and their families as part of the review process to ensure the quality of service and to gather their views and ideas on improvement and development of the service.
- Basic records will be maintained by Core Assets Children's Services. At the commencement of service children/young people and their families will be informed of their right to access their records as well as the Representation and Complaints Procedure which is outlined below in section 10.



# Statement of Purpose

## Personal Care Services

### 4. THE REGISTERED PROVIDER IS CORE ASSETS CHILDREN'S SERVICES, A LIMITED COMPANY

The responsible person is **Sally Melbourne, Chief Executive Officer.**

Core Assets Children's Services Ltd,  
Malvern View, Saxon Business Park,  
Hanbury Road, Stoke Prior,  
Bromsgrove, B60 4AD

T: 01527 556 480

E: sally.melbourne@coreassets.com

### QUALIFICATIONS AND EXPERIENCE

Sally Melbourne is a qualified and experienced social worker and manager holding both a CQSW and a Diploma in Management Studies qualification. She has over 20 years experience of working across both the public and independent sectors and has knowledge and understanding of the underpinning legislation and regulations for children's social care and personal care.

Sally is also the Managing Director of Fostering People, an independent fostering provider and subsidiary company of Core Assets, which operates across the UK and Ireland. Sally is committed to the development of inclusive services for disabled children and their families and has the lead role in development for Core Assets Children's Services.

### 5. REGISTERED MANAGER IS:

Anne Townsend

Core Assets Children's Services Ltd,  
Malvern View, Saxon Business Park,  
Hanbury Road, Stoke Prior,  
Bromsgrove, B60 4AD

T: 01527 571620

M: 07967381017

E: anne.townsend@coreassets.com

### QUALIFICATIONS AND EXPERIENCE

Anne Townsend, Service Manager - Disability, oversees our disability services across the organisation.

Anne has a Diploma in Management Studies, NVQ Level 4 in Management, Post Graduate Diploma in Community and Youth Work, BA Hons Development with Community Studies and IOSH Managing Safely. Anne is also a parent of a young man with high functioning autism and specialises in this field, including delivering specialist autism training to our staff.

### 6. STAFF RECRUITMENT AND TRAINING

#### RECRUITMENT POLICY AND PROCEDURE

All of our staff are subject to a robust recruitment and selection process compliant with Safer Recruitment Guidelines. Prior to employment, prospective employees must provide information in line with the requirements of Regulation 19 and Schedule 3 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, and undertake an enhanced DBS disclosure, which is renewed every three years.

#### LEARNING AND DEVELOPMENT

Our staff receive a comprehensive induction programme, which covers:

- Personal Care
- Health and Safety
- First Aid
- Safeguarding (renewed at least every three years)
- Child Specific Needs

All our staff receive further training, accompanied by a detailed company handbook on our safeguarding

policies, code of conduct, professional guidance and general information. Our staff also receive ongoing training and regular formal supervision from their line manager. In addition to specific training in the provision of personal care, all staff must complete the Level 2 NVQ in Health and Social Care (minimum qualification requirement) and attend courses in:

- Disability Awareness
- Understanding Autism
- Communicating with Young People
- Non-violent Crisis Intervention
- Recording
- Risk Assessment (included in Health and Safety)
- Administration of Medication
- Clinical Procedures (child-specific)
- Moving and Handling (child-specific)

All our staff are issued with an ID card, and have appropriate vehicles for transport which are covered by comprehensive vehicle business insurance.

### 7. SAFEGUARDING CHILDREN AND YOUNG PEOPLE - KEY POLICIES AND PROCEDURES

Our staff have a duty to secure the safety and welfare of all children and young people. Should a member of staff have concerns about a child/young person's wellbeing, they will discuss these initially with the child/young person's parent/carer. In such cases the concerns will be reported to the Registered Manager in line with the safeguarding policy and procedure. A referral will be made to the relevant local authority as required.

#### RECRUITMENT POLICY AND PROCEDURE

All of our staff are subject to a robust recruitment and selection process as identified in Section 6.

# Statement of Purpose

## Personal Care Services

### SAFE WORKING PRACTICE

We have policies and procedures for staff that detail safe working practices (e.g. health and safety at work, intimate care, administration of medication, moving and handling).

### DATA PROTECTION AND RECORD KEEPING

Policies and procedures are in place to ensure that staff understand their responsibilities to maintain records, and to include children and young people in the recording process. We treat confidentiality and data protection (e.g. safe storage of records) very seriously. We will only share information with other agencies with the agreement of the child and/or family, unless we have a significant concern about harm to a child (in line with government guidance on information sharing).

### 8. INSURANCE

We have a range of insurances in place to cover all aspects of our work, this includes:

- Public Liability £10,000,000 (limit of indemnity to any one claim)
- Employers Liability £10,000,000 (limit of indemnity to any one claim)
- Professional Indemnity £5,000,000 (any one incident and in aggregate in any one period of insurance)
- Additionally insurances are in place for all offices, equipment and vehicles.

### 9. QUALITY ASSURANCE

We will conduct regular review meetings with children/young people, their families and service commissioners and use questionnaires, informal discussion and other appropriate forms of communication. This information will be used as part of an annual report of the service.

We have a dedicated Area Director – Services and Quality, who oversees the effective implementation of all policies and procedures.

We abide by the Codes of Practice for social care workers and employers of social care workers.

### 10. COMPLAINTS PROCEDURE

Our Representations and Complaints Procedure places an emphasis on resolving complaints at a local level, i.e:

**Stage 1 - Local Problem Solving.** Records of investigations and the outcome of locally resolved complaints are held by the Registered Manager and used to inform service improvement.

**Stage 2 - Independent Investigation.** At this stage the investigation will be carried out by an independent investigator identified by the quality assurance team who has had no previous involvement with the matter concerned. This may be a member of the quality assurance team or an external contracted individual with relevant qualifications and experience.

Any such appointment will be made known to and discussed with all parties, including you as the complainant, before the investigation begins. If dissatisfied by the response received at Stage 2, complainants may request that the matter be referred to a Complaints Review Panel, comprising of the Chief Executive or other Executive Director, another Director and a person with relevant background experience who is independent of Core Assets Children's Services.

All children/young people and their family and carers are informed of the Representations and Complaints Procedure on commencement of the service, within the service guide. This enables them to contact the Quality Assurance Manager directly if they wish by post or by email to [contactus@coreassets.com](mailto:contactus@coreassets.com)

All staff and commissioning local authorities/trusts are also provided with information about our Representation and Complaints Procedure.

Complainants are also entitled to contact the Care Quality Commission to inform them of concerns they may have in relation to how our services are conducted. Contact details are as follows:

**Care Quality Commission,**  
**Citygate, Gallowgate,**  
**Newcastle upon Tyne, NE1 4PA**  
e: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)  
**Care Quality Commission general**  
**advice line: 03000 616161**

**Core Assets Complaints Manager**  
**Core Assets Children's Services Ltd**  
**Malvern View, Saxon Business Park**  
**Hanbury Road, Bromsgrove, Worcs**  
**B60 4AD**  
E: [contactus@coreassets.com](mailto:contactus@coreassets.com)  
Tel: 0800 622 6114



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CHILDREN'S SERVICES

BUILDING BRIGHTER FUTURES FOR CHILDREN AND FAMILIES

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