

STATEMENT OF PURPOSE

HEALTH & SOCIAL CARE ACT 2008

This Statement of Purpose has been written in accordance with the Health and Social Care Act 2008, Registration Regulations 2009, Schedule 3. The provider's business contact details, including address for service of notices and other documents, have been written in accordance with Sections 93 and 94 of the Health and Social Care Act 2008.

1. ABOUT THE PROVIDER

Nursing Direct are a homecare service provider offering care solutions and support services to individuals in their own home, to enable them to live as independently as possible, enabling individuals to maintain their quality of life while receiving the necessary assistance to manage their daily activities and health needs within the comfort of their own home.

Nursing Direct can provide bespoke packages of care for adults, adolescents and children with personal care needs through to complex needs, multiple diagnosis such as ASD, ADHD, PTSD, LD, physical illness, physical disability, as well as complex mental health difficulties.

The Registered Provider: Nursing Direct Healthcare Limited
The Registered Provider ID: 1-2264567597
Legal Status: Organisation – Limited Company

The Registered Provider: Nursing Direct Healthcare Limited
Address: Galago House, 163 Brighton Road, Coulsdon, CR5 2YH
Tel Number: 0330 056 6000
Email: info@nursingdirect.co.uk

2. AIMS AND OBJECTIVES

At Nursing Direct, we understand the significance of choosing the right homecare provider. Therefore, we articulate our objectives to ensure alignment with the expectations of both Service Users and their representatives. Our objectives for service delivery are to;

- To provide the highest quality care and support to all service users through our friendly care staff who have the qualifications, competence, skills, and experience to keep you **safe**.
- To actively promote clear and strong communication with Service Users and their representatives at all times, promoting a mutual respect and trusting relationship.
- To provide an **effective** person-centred package of care that reflects the service users care needs and preferences, adapting to any changing needs or circumstances, to address their health needs, their physical wellbeing, and their social and leisure requirements.
- To promote the service users independence whilst supporting them to have the platform to make informed decisions on the care they receive, encouraging their active involvement in shaping their care plan whilst remaining sensitive to their needs and expectations, to the fullest extent possible.
- To empower service users to make choices through the expression of wishes, feelings, and preferences, encouraging their independence, human rights, and consent to care.
- To respect and appreciate our care staff **caring** for our service users, offering the necessary training, guidance and supervision required to ensure they are able to support them in their role.
- To ensure that the service users are always treated with dignity and respect, and that they are safeguarded from the risk of abuse.
- To prioritise our duty to be open, honest, and transparent during care, especially in the event where something goes wrong.
- To continuously enhance our services by actively seeking and incorporating constructive feedback from Service Users, their representatives, our care staff, and other industry partners, implementing evolving changes aimed at improvement.
- To ensure that we have a **responsive** system in place to deal with any complaint received in a timely manner, taking any actions where an issue is identified.
- To have a risk assessment process in place, tailored to the dynamic working environments, reducing any risks to the Service User or care staff, ensuring regular reviews and updates in line with best practices and regulatory standards.

- To comply with regulatory bodies and relevant trade associations in upholding the quality and standards within the industry, ensuring well-led management of our service.
- To be able to demonstrate that we conduct our service provision with a high level of professionalism, ensuring equality in our approach with Service Users, our care staff, and other industry partners.

At Nursing Direct, these objectives guide our commitment to excellence and ensure that our services consistently meet the diverse needs of our Service Users.

3. NATURE OF CARE SERVICE PROVISION

Nursing Direct provide qualified nursing and care staff for personal care, treatment of disease, disorder or injury and nursing care in the following settings.

REGULATED ACTIVITIES CARRIED OUT AT THIS LOCATION;

- Personal Care
- Treatment of disease, disorder or injury
- Nursing care

THE PEOPLE THAT WILL USE THIS LOCATION;

- Children aged 0 – 3 years
- Children aged 4-12
- Children aged 13-18
- Adults aged 18-65
- Adults aged 65+

SPECIALTIES/SERVICES;

- Physical disability
- Learning difficulties or autistic disorder
- Mental health
- People detained under the Mental Health Act
- Dementia
- People who misuse drugs or alcohol
- People with an eating disorder
- Sensory impairment

THE CQC SERVICE TYPE(S) PROVIDED AT THIS LOCATION;

- Community healthcare service (CHC)
- Community-based services for people with mental health needs (MHC)
- Community-based services for people with a learning disability (LDC)
- Community-based services for people who misuse substances (SMC)
- Domiciliary care service (DCC)
- Long-term conditions services (LTC)

4. REGISTERED MANAGERS

The Registered Manager: Ms. Leanne Harris
Address: Galago House, 163 Brighton Road, Coulsdon, CR5 2YH
Tel Number: 0330 056 6000
Email: Leanne@nursingdirect.co.uk

The Responsible Individual: Mr. Marc Stiff
Address: Galago House, 163 Brighton Road, Coulsdon, CR5 2YH
Tel Number: 0330 056 6000
Email: Marc@nursingdirect.co.uk

Our office hours are Monday to Sunday, 05:30 – 22:30 (including bank holidays). Nursing Direct provides a 7 day a week service, 365 days a year so that our service users and Agency Workers can be confident that there will always be a member of the team available to help.