

NursingDirect

POLICY NUMBER: **60**

POLICY TITLE: **PHILOSOPHY OF CARE**

WHO MUST ABIDE BY THIS POLICY? **ALL AGENCY STAFF**



PHILOSOPHY OF CARE

THE PURPOSE OF THIS POLICY

To inform staff and clients of our Philosophy of Care.

THE MANAGEMENT OF NURSING DIRECT PRIDE THEMSELVES ON OFFERING A HIGHLY PROFESSIONAL DOMICILIARY CARE SERVICE FOR ADULTS, WITH A PERSONAL TOUCH

We provide personal care to people who use care services in their own homes who require such support in order to remain independent.

The aim of this company is to sustain the quality of the services provided to designated Service Users, while meeting the challenge of the new regulatory requirements on the services provided.

The right of a Service User to be left alone undisturbed whenever they wish.

The understanding of a Service User needs and treating them with respect.

Allow a Service User to take calculated risks, to make their own decisions and think and act for themselves.

Giving a Service User the opportunity to select for themselves from a range of alternative options.

Keeping all basic human rights available to the Service Users.

Enabling the Service User to realise their own aims and helping them to achieve these goals in all aspects of daily living.

Ensure quality care is delivered by providing and maintaining high standards.

Ensure Service User information is kept confidential and secure at all times in accordance with the Data Protection Act.

Show the Service User and family / representatives respect at all times regardless of race, sexual orientation, cultural / religious beliefs, disability, gender, age and human rights.

Care, understanding Service User requirements and employing a skilled workforce, promoting health and wellbeing of People who use services and Staff. Getting it right first time and every time.

Create a healthy and caring environment for People who use services and Staff ensuring a person-centred approach to care. Create and implement Quality Systems and a carer career path.

Communicate, complaints and compliments against expectations and update with progress, promoting good practice ensuring policies are updated with new legislations.

PHILOSOPHY OF CARE

Nursing Direct strive to preserve and maintain the dignity, individuality, privacy, choice, confidentiality, equality and diversity of all people who use services, and in so doing will be sensitive to the People who use services ever changing needs. Such needs may be medical / therapeutic (for physical and mental welfare), cultural, psychological, spiritual, emotional and social, and People who use services are encouraged to participate in the development of their individualised Care Plans in which the involvement of family and friends may be appropriate and is greatly valued.

All Home Care Support Workers are appropriately qualified to deliver quality care and maintain high standards. A continuous staff-training programme is implemented to ensure that these high standards are maintained in line with the latest developments in Care Practices as laid down in appropriate Legislation, Regulations and the Care Quality Commission.