



# Statement of Purpose

## Section 1: About the provider

<b>Service provider</b>	<i>Pro Care &amp; Support Services Ltd</i>	
<b>Legal entity</b>	Individual	<input type="checkbox"/>
	Limited company	<input checked="" type="checkbox"/>
	Public limited company	<input type="checkbox"/>
	Limited liability partnership	<input type="checkbox"/>
	Charitable company	<input type="checkbox"/>
	Charitable incorporated company	<input type="checkbox"/>
	Other corporate body	<input type="checkbox"/>
	Committee	<input type="checkbox"/>
	Charitable trust	<input type="checkbox"/>
	Other unincorporated body	<input type="checkbox"/>
	Local Authority	<input type="checkbox"/>
	Local Health Board	<input type="checkbox"/>
	Partnership	<input type="checkbox"/>
<b>Responsible individual</b>	<i>Mrs Lynn Ann Richards</i>	
<b>Manager of service</b>	<i>Mrs Lynn Ann Richards</i>	
<b>Name of service</b>	<i>Pro Care &amp; Support Services Ltd</i>	
<b>Address of service</b>		
<b>Registered Office &amp; Operational Office</b>	<i>Imperial Buildings, Bridge Street, West End Abercarn, Gwent NP11 4SB</i>	
	<i>Telephone: 01495 246 844</i>	
	<i>Extension: 2244 (9.00am to 5.00pm)</i>	
	<i>Out of Hours: 07958026416</i>	



## Section 2: Description of the location of the service

### a) Accommodation based services

*This section should include where the service is located and a description of the area, community facilities and services available to support the range of needs of the people the service is intended for as described in section 3*

**Not Applicable to Pro Care & Support Services Ltd**

### b) Community based services e.g. domiciliary support services

*This will be the regional partnership area in which the service is provided please refer to the Statement of Purpose guide for a full break down for each regional partnership area.*

*(tick the area where the service is provided)*

**Gwent regional partnership board**

**North Wales regional partnership board**

**Cardiff and Vale regional partnership board**

**Western Bay regional partnership board**

**Cwm Taf regional partnership board**

**West Wales regional partnership board**

**Powys regional partnership board**



## Section 3 About the service provided

### a) Range of needs we can support

Pro Care & Support Services Ltd offer a range of care & support services provide a range of services tailored to individuals with learning disabilities, physical disabilities and mental health problems to individuals over the age of 16 years.

- Support with personal care, bathing, showering, toileting, oral hygiene, personal grooming
- Support in managing finances, budgeting and shopping
- Support with basic and daily living skills, laundry, cleaning, cooking and preparing meals and snacks.
- Support with medication, administering, prompting administration, re-ordering medication.
- Support in making and attending appointments, personal, medical and financial.
- Supporting an individual's emotional, spiritual and cultural needs.
- Supporting and encouraging appropriate activities, hobbies, work-based interests and community events.
- Sleep-in or waking night support if required or as stipulated in social service care plan.

The Pro Care & Support Services Management & Support Staff have experience and proven skills supporting individuals with Autism, Asperger's Syndrome, Individuals with Downs Syndrome, Early onset Dementia, Physical disabilities restricting mobility and individuals with total reliance on mobilising equipment.

All individuals care & support needs will be monitored and measured on an ongoing basis against identified needs in their most recent personal plan / Care Plan. We are aware that individual's needs can change frequently and have implemented monitoring, recording and communication systems to identify these changes as early as possible to enable the appropriate amendments to how we deliver the service to meet the individual's needs. This may involve specialist training, engaging specialist intervention and remodelling how we deliver your care and support.

You will be included in all aspects of your care & support package from assessment, care planning to review, your views, opinions and requests will form the core of all personal plans / Care Delivery plans.

### b) Age range of people using the service

Over 16 years age



**c) Community based services only**

**Number of Care Hours delivered**

*Detail the average number of care hours delivered per week. (tick the relevant box)*

**0-250**

**251-500**

**501-750**

**751-1000**

**1001-1500**

**1501-2000**

**2001-3000**

**3000+**



## Section 4: How the service is provided

The service we provide is domiciliary care via supported living. Prior to commencement of service each individual will be asked to participate in an assessment process where we establish if we are able to deliver a service that meets your needs and expectations. The assessment is carried out with, appropriate family, friends and or representatives and relevant professionals who may currently work with you or support you with your care and support.

Individuals using our service have a specifically tailored personal plan / Care Delivery Plan that outlines and highlights your specific care and support needs, the outcomes that you wish to achieve and how you would like us to meet your care and support needs and achieve your personal outcomes.

To ensure we have accurate and up to date information regarding your needs and outcomes we record and monitor information daily, discuss with you directly, both formerly at reviews and informally throughout the provision of service, how you feel, your care & support needs are being met, do you feel are you achieving your personal outcomes, have your expectations changed.

Promoting and maintaining your independence is one of our fundamental aims, to enable you to maintain your independence and where possible develop new skills to increase your independence.

To enable us to ensure we are effectively promoting and supporting you to maintain your independence in a safe manner a series of risk assessments will be carried out with your permission, during these assessments we will discuss with you, your family and or appropriate representative and relevant professionals involved with your care & support ways and methods of you maintaining your skills and abilities and possibly developing new ones.

This will be done by assessing key areas for example accessing your local & wider community, we would look at ways how this can be achieved as safely as possible, by identifying and managing the risks involved with minimal support and assistance. These assessments are monitored and reviewed to ensure they are fit for purpose and your current needs are being met. All management and support staff involved in delivering your service is updated of changes in need, risk assessment amendments and will receive appropriate ongoing accredited training in both mandatory and specialist training techniques required to ensure they possess relevant and up to date knowledge and methods.

Your safety, the safety of your home and possessions are of paramount importance to us as an agency. Prior to commencement of service with us, we will discuss with you and your representatives how to manage aspects of your day-to-day activities and how to ensure your belongings and home remains a safe and comfortable environment for you and that the measures that are suggested are not intrusive or impact on your ability to move around and or enjoy your home.



We will assess any risks around your mobility, abilities to carry out household tasks and chores, laundry, ironing, your ability to carry out personal care routines, oral hygiene, bathing and showering. From these assessments we will decide with you how you would like to be supported and how we will carry out the support you need. The safety of your home will be assessed to ensure staff can support your needs appropriately with minimal risks to your health and safety and also to ensure support staff can deliver the care and support safely.

The safety of your home, possessions and belongings. We will discuss these issues and formulate a plan for all support staff to follow, to ensure security of your home is maintained and your belongings are safe.

Your wellbeing will be monitored by all support staff daily and they will discuss and record and report any concerns they may have to the Manager how will arrange for appropriate medical or MDT (Multi-Disciplinary Team) interventions necessary. You will also be encouraged to discuss any concerns you may have with support staff at any time. Support staff will listen to your concerns or problems and endeavour to help you resolve them or get appropriate help with your concerns.

## **Our Services**

### **Cefn Court**

At Cefn Court we support older individuals ranging from 50 years of age and upwards. Consideration to compatibility for all individuals is of paramount importance. The support needs of the individuals vary from verbal prompting to supporting personal care routines. Supporting meal preparation and cooking, Laundering Clothes, food and personal shopping, finance and budgeting, medication administration and management, Supporting and sourcing appropriate activities and opportunities in the local and wider community.

Our focus at Cefn Court is to encourage and support individuals to maintain their independence, with Individuals participating with daily life skills to levels of the individual's abilities, needing higher levels of staff support to complete tasks.

#### **Staff at Cefn Court**

The staff team at Cefn Court is established and experienced with many of the team dedicating their working career to the care sector.

#### **Mandatory Training Requirements at Cefn Court**

Adult Safeguarding, First Aid, Food Hygiene, Medication, Manual Handling of Inanimate Objects, Epilepsy Awareness and Corona Virus Infection Control.

Further staff development through supervision and good practice training is made available to all staff through our in-house training provision.

### **Cefn Court Lodge**

At Cefn Court Lodge we support younger individuals currently 17 years and upwards, consideration to compatibility for all individuals is of paramount. The



support needs of the individuals range from support with personal routines to verbal prompting to complete tasks. The focus being to support and encourage the individuals to develop life and social skills and form a pathway to enable the individuals to potentially living independently in the future. Skills in maintaining the home, food and meal preparation and cooking, managing finances and budgeting, supporting individuals to access education or appropriate work-based programs, social interaction and developing social skills, Accessing their local and wider community safely.

#### Staff at Cefn Court Lodge

The staff team at Cefn Court lodge is established and experienced with many of the team dedicating their working career to the care sector.

#### Mandatory Training Requirements at Cefn Court Lodge

Adult Safeguarding, Children's Safeguarding, First Aid, Food Hygiene, Medication, Manual Handling of Inanimate Objects, Epilepsy Awareness and Corona Virus Infection Control.

Further staff development through supervision and good practice training is made available to all staff through our in-house training provision.

#### **Cwrt-Y-Betty**

At Cwrt-Y-Betty we propose to support individuals ranging from 16 years and upwards. Consideration to compatibility for all individuals is of paramount importance. The support needs of the individuals vary from verbal prompting to supporting personal care routines. Supporting meal preparation and cooking, Laundering Clothes, food and personal shopping, finance and budgeting, medication administration and management, Supporting and sourcing appropriate activities and opportunities in the local and wider community

Our focus at Cwrt-Y-Betty is to encourage and support individuals to maintain their independence, with Individuals participating with daily life skills to levels of the individual's abilities, needing higher levels of staff support to complete tasks.

#### Staff at Cwrt-Y-Betty

The staff team at Cwrt-Y-Betty are experienced within the care sector

#### Mandatory Training Requirements at Cwrt-Y-Betty

Adult Safeguarding, First Aid, Food Hygiene, Medication, Manual Handling of Inanimate Objects, Epilepsy Awareness and Corona Virus Infection Control.

Further staff development through supervision and good practice training is made available to all staff through our in-house training provision.



***This section should also include:***

**a) Arrangements for admitting, assessing, planning and reviewing people's care**

- *Arrangements for managing planned, urgent and respite admissions*
- The arrangements for managing planned & Urgent care & support packages:

A request is made to the Manager of the agency from your social worker, NHS health team or Family member or representative.

The Manager will request information as to your care & support needs and requirements you have to assess if we can support your needs appropriately and have suitably qualified and trained staff to meet your needs.

- *Arrangements for initial and ongoing assessment of care and support needs*

A formal assessment is carried out with you, your family and representatives to assess your care and support needs, your views on how your care is delivered, your goals and ambitions and outcomes you would like to achieve.

From the assessment we will develop a care delivery / personal plan and risk assessments that are devised to enable support staff to deliver your care package safely and to ensure your safety and wellbeing is maintained and managed appropriately.

- *How the personal plan will be developed and reviewed in consultation with the person receiving care and support and or their representative*

Your personal plan will be developed with you and your family / representatives developing the plan through a series of face-to-face meetings, sharing recent and historic information relative to your care & support needs, likes, dislikes, goals, objectives.

Your care delivery / personal plan will be reviewed internally every 3 months or as your care & support needs change. This will culminate in a formal 12 monthly review of carried out by social services if relevant. You and your family / representatives will be invited to reviews to ensure that all appropriate views, concerns and issues are addressed, and the reviewed plan is fit for purpose.

**b) Standard of care and support**

*Where appropriate, this needs to describe how the service will support people to:*

- *be as physically, mentally and emotionally healthy as possible;*  
All service users will be supported and encouraged to participate in physical exercises appropriate to their abilities, such as walking, swimming, aerobic classes.

Mental health and emotional wellbeing will be stimulated with meaningful activities that the service user may enjoy, interaction with fellow service users,





support staff, family, friends, social groups. Support staff engaging with individuals, encouraging positive outcomes and supporting and encouraging attendance with relevant medical appointments and treatments.

- *be safe;*

The Agency will implement specific risk assessments to assist in managing risks to the individual's safety both in services user's home and out in their local and wider community.

Support Staff will receive risk training in risk assessment and will be fully aware of the risks associated with each individual we support. Staff will also follow agreed guidelines to the safety of your home and be familiar with all safety requirements such as key codes, key braces, alarm systems and the importance of confidentiality around these matters.

- *be involved in activities, hobbies or individual interests;*

You will be encouraged and supported to participate in activities of your choice such as social groups, community groups and source and pursue solo hobbies and individual interests.

- *access education, learning and development opportunities;*

You will be supported and encouraged to pursue educational opportunities through community colleges or specific learning groups and encouraged in all aspects of self-development, our agency can help you find relevant courses and ensure they are able to meet your needs and requirements and support you to attend the courses with support or to ensure that you are transported home safely if necessary.

- *have control over everyday life and where relevant participation in work;*

You decide how you would like to live your life and how your care & support package is delivered and have a control on the issues that impact on or affect your life both directly and indirectly. Our agency can support you to find appropriate employment either paid or voluntary, work experience programmes and sampler sessions to allow you to experience different environments and sectors to find one that suits.

- *maintain their linguistic, cultural and /or religious identities;*

At pro Care & Support Services Ltd we believe strongly that everyone has the right to communicate in their chosen language, follow and participate in their cultural beliefs, practices and traditions. The agency will ensure that it discusses your language preference, cultural and religious needs in the assessment process to ensure your needs can be met.

- *maintain family and personal relationships; and develop their potential, learn and practice life skills.*

All individuals are encouraged to maintain and build their relationships with family and friends, encouraging and supporting appropriate visits and interaction, supporting individuals to attend family functions and celebrations. All individuals will be supported and encouraged to develop their potential in all facets of day to day living and their personal life and given opportunities to learn and practice life skills, focusing on the individual's strengths, not defining and individual by their perceived weaknesses.

Encouraging development of social skills, domestic skills, managing finances and household bills.

### **c) Language and communication needs for people using the service**



*This section should also describe how the provider will meet people's language and communication needs including the extent to which the service makes provision for the Welsh language offer ([Welsh Government information pack on the active offer](#)).*

### **Language**

Our service will be delivered through the English language primarily due to the geographical area we deliver services 84% of the population do not speak Welsh (The source of this data 2011 Government census). As the agency in its development stage the opportunity and ability to procure bi-lingual management and staff is not viable at this time. However future development and the need for Welsh Language provision will be explored.

### **Communication**

Key staff have experience in nonverbal communication techniques such as Makaton and Basic sign language.

Individuals' communication needs will be assessed and discussed during the assessment process and determined if the individual's needs can be met with our current team's skill set and within the conditions of our Registration.

Communicating and understanding individuals with speech difficulties is sometimes difficult and frustrating for the individual who is trying to communicate their wishes, thoughts or instruction. Our support staff will be patient and be understanding of your needs and will receive training and support around your specific communication needs and requirements through assessment and where possible family and professional support and input.



## Section 5: Staffing arrangements

Staffing arrangements are determined from the assessed needs of the individual and are agreed prior to service commencement and are defined in your individual care plan and replicated in your service delivery / personal plan.

Support staff will be allocated via a staff rota issued by the Manager, consideration will be made as to the needs of the individual and staff allocated will be suitably qualified, trained and experienced to deliver your care and support package effectively and in professional manner.

Changes in the staff allocation due to sickness, annual leave etc will be authorised and implemented by the Manager to ensure appropriately qualified and trained staff are available to deliver your service.

### a) Numbers and qualifications of staff

*This section should include the numbers and qualifications of the following staff:*

*manager and their specific qualifications;*

1 Manager & Responsible Individual  
Working towards Level 5 Diploma in  
Leadership for Health & Social care (Children  
and Young Peoples Residential Management)  
Level 5 Leadership & Management in Health &  
Social Care  
Registered Managers award Level 4

1 Deputy Manager  
QCF Level 5 Leadership & Management Health  
& Social Care

3 Support Workers  
QCF level 3 in Health & Social Care

15 Support Workers  
QCF Level 2 In Health & Social Care

3 Support Workers enrolled on AWI or working  
toward QCF Level 2 in Health & Social Care

### b) Staff levels

Staffing per supported setting is dependent on the needs of the individuals we support. Our average staffing ratio would be 3 service users to 2 staff.

Support Staff

Day time 2 (two) staff

Night Time 1 (one) staff sleep-in or Waking night.

1 (One) staff on-call 24 hours per day, 7 (seven) days



per week.	
<b>c) Arrangements for delegated tasks</b>	<p>The Manager will define the delegation of tasks to be carried out in accordance with the individuals Care Delivery / Personal plan, taking into account current risk assessments and ensuring suitably trained and qualified support staff are on duty to meet the individual's needs.</p> <p>Senior Support Staff will co-ordinate the tasks and their delivery on a day-to-day basis, recording and reporting successful completion or difficulties in delivering the tasks successfully.</p> <p>A 24 hour on-call system is in place to assist and support with any concerns or emergency situation.</p> <p><b>Emergency Contact: 07958026416</b></p>
<b>d) Supervision arrangements</b>	<p>All staff receive supervision on a 3 (three) monthly basis with the Responsible Individual or Deputy Manager Supervision sessions discuss in detail performance, training &amp; qualification requirements and progress, identified strengths &amp; weaknesses and addressing concerns, queries and problems staff may have regarding care delivery, work related issues and personal issues that could impact in their wellbeing and ability to carry out their role effectively.</p> <p>All staff will receive appraisal on an annual basis.</p>
<b>e) Staff training</b>	<p>All staff are trained in the mandatory areas and are refreshed accordingly. All training is recorded in a training matrix to ensure that all training is updated and renewed to date.</p> <ul style="list-style-type: none"><li>• First Aid</li><li>• Safeguarding &amp; protection of Vulnerable Adults.</li><li>• Safeguarding children and young people 5-18 years old</li><li>• Food Hygiene</li><li>• Safe Handling of Medication</li><li>• Manual Handling</li><li>• Fire Safety</li><li>• Health &amp; Safety</li><li>• Corona Virus &amp; Infection Control</li></ul> <p>Specialist training may be required due to a change in needs or development of the agency, this training will</p>



be sourced from accredited training providers.

## Section 7: Governance and quality monitoring arrangements

*In this section, you should describe the oversight and governance arrangements in place to establish and maintain a culture which ensures that the best possible outcomes are achieved for individuals.*

*This should include the arrangements for:*

- *how the responsible individual will maintain oversight of the management,*  
The Responsible Individual is involved on a day-to-day basis in the running of the agency and oversees the delivery of care and support and development of the support team. Is accountable for the delivery of the service, its compliance to regulation and relevant legislation and to ensure the management and support staff adhere to the principles of the agency and the implemented systems and structures to monitor the quality of the service and its delivery.
- *quality, safety and effectiveness of the service including frequency of visits to the service;*

### Safety:

The safety of service users receiving their service, staff providing services and visitors to the service are of paramount importance, the Responsible Individual oversees all areas of Risk Assessment, Health & Safety Regulation, fire safety and environmental risk management.

Risk Management and Risk Assessment in areas of identified risks are compiled, implemented, monitored and reviewed to ensure they are relevant to current needs and fit for purpose.

### Health & Safety

Health & Safety at work Act 1974 legislation is adhered to at all times and the agency has robust policies in place to ensure with effective training and experienced and effective management the work environment is safe.

PPE (Personal Protective Equipment) is issued and used when required.

Legionella testing & monitoring is conducted monthly where relevant and test records and reports are maintained in accordance with H&S Guidelines.

Individuals using our service and employees of Pro Care & Support Services Ltd safety and wellbeing is monitored and safeguarded at all times.

Environmental safety checks are carried out, recorded and reported weekly, areas of non-compliance or concern are rectified, defective and or damaged



equipment is replaced as soon as practicably possible.

Fire Safety checks are carried, recorded and reported weekly defective is reported and replaced as soon as practicably possible.

#### Effectiveness of the service:

Pro Care and Support Services Ltd aim to provide an effective and consistent service during times of forced absence of Managers and Support Staff. We will ensure that suitably qualified and experienced personnel are in-post to ensure the continuity of service. In the short-term absence of the service manager the management and running of the service will be conducted by the responsible individual. Senior support staff with appropriate experience, relevant qualifications, skills and knowledge of the service user group will be promoted to lead the team. Until the return of the manager or a new manager is recruited. If any manager is absent for longer than 28 days the Responsible Individual will inform the service regulator and inform them of the arrangements made to ensure and maintain the effective management of the service.

#### Visits to the service:

##### Meeting staff

The Responsible / Manager Individual will hold monthly staff meetings to discuss the effectiveness, quality and general performance of the service and staff. Agendas for these meetings will be published a week before the meeting and accurate minutes of the meeting taken and recorded any actions raised are allocated to appropriately skilled personnel and completion date issued.

##### Staff Supervision & Appraisal

Supervision sessions are scheduled 3 (three) monthly after successful completion of the probationary period of 3 (three months) during this period the supervision sessions will be scheduled monthly.

Appraisal will be scheduled annually for all staff.

##### Systems and Documentation

The responsible Individual will oversee the monthly audit the of the systems and documentation generated to check compliance, needs of the individuals are being met and that the systems are working and are fit for purpose.

##### Meeting the service user group

The Responsible Individual will meet with the service user group on a monthly Basis during the first 3 (three) months from the commencement of service to ensure the care plan and care delivery plan (personal plan) is meeting the needs intended. From Month 3 (three) the meetings will be made every 3 (three) months. Formal annual service reviews are held annually in line with



current social services time frames.

The Responsible Individual will visit each service within the 3 (three) month window to meet the regulatory requirement and will keep and maintain written records of the visits and their findings to assist with the monitoring process and feed into the services quality assurance system

#### Quality :

The quality of the service is monitored via identified KPI's (Key Performance Indicators). These are recorded on specific documentation contained in the Quality System that have set audit, monitoring and review schedules that allows the Management team to monitor, evaluate care delivery and ensure our compliance to regulation and legislation.

Daily Diary records – Recording Diet, sleep patterns, personal hygiene routines, daily activities, mood, Achievements, behaviour.

ABC Behaviour Monitoring forms – Records behaviour patterns, potential triggers, management methods used.

Medication – Monitoring administration of medication, effect of changes in medication.

Visits to family / away from home – provides feedback to family / friends on recent events, wellbeing, appointments recent and forthcoming. Family feedback activities, mood, behaviour from the visit, allows to plan future visits.

Supervision and appraisal – To get important feedback and discuss performance on a formal basis with the staff team.

Service User Reviews – Service User views on how they feel their care & support is being delivered and what they may like to change.

Environmental & Safety – Auditing and monitoring and reviewing the environment to ensure safe environment for individuals using our service and for our support staff to deliver your service as safely as possible.

Annual Stakeholder Survey – All service Users, family and professionals view of the service.

Annual Service Review – Where all aspects of the agency are reviewed assessed and updated where needed. Incorporating the views and opinions of individuals who use our service, family and representatives, professionals and commissioners of our service.

Annual Quality Assurance Report – Produced to show where the company has done well, what we haven't done well, where we need to improve and how we are going to achieve the improvement. The report consists of a general overview of how we feel the agency has performed over the past 12 months, outcomes of the annual stakeholder surveys, outcomes of the service review, amendments or changes in policy or practice and the reason for the change. An operation plan for the forthcoming 12 months, team achievements. Copies of this report is made available to Service Users, Family, Representatives, CIW and Commissioners of our service.



- *management structure of the service, lines of accountability, delegation and responsibility;*

The Responsible Individual has overall accountability for the agency and its performance. Delegation of specific tasks and responsibilities to suitably qualified and experienced senior staff will be made by the Responsible Individual who will monitor the task / delegated responsibility closely to ensure compliance and offer guidance.

- *the measures that will be used to monitor, review and improve the quality of care and support;*

The care and support we deliver is recorded daily for each individual through documents incorporated into our quality system, daily diaries are kept recording key information on routines, diet, personal care routines, activities, sleep patterns, appointments and general mood and wellbeing, behaviour monitoring, activity feedback.

This information is audited monthly by management and senior staff and processed to measure how effective the care delivery / personal plan has worked and what areas need to be monitored more closely or amended to meet the outcomes we are aiming to achieve.

Each month a management meeting will be held to discuss progress and issues raised in the audits and to implement corrective actions or amendments needed to achieve the set outcomes. All meetings and actions are recorded and reported to the following month's meeting.

Service user reviews are held at 3 monthly intervals where service users and their representatives can meet formally with the Manager or Senior Staff to discuss their care package and its delivery. In these sessions individuals are encouraged to speak openly about how they feel their care and support is being delivered and what changes could be made to make it better. Actions from the review are discussed with the service user, their representative and relevant professionals

- *arrangements for dealing with complaints*

Complaints Procedure

Purpose of Procedure.

This procedure facilitates expressions of concern, an avenue for compliments for things that are done well and responding to complaints when things go wrong.

On each occasion, the procedure requires prompt responses and openness in order that services are continually improved. When problems occur, they are a learning experience, when things go well the individuals responsible are thanked for their efforts.

The procedure is designed to meet the needs of Service Users, Purchasers, Statutory Agencies, and continually improve Pro Care & Support Services Ltd services.





## Complaint Procedure Stages.

### Stage 1- Local Resolution

Many complaints may result from misunderstandings, which can be resolved jointly and informally by the Manager of Pro Care & Support Services Ltd.

Expressions of concern should be investigated and responded to in writing within 24 hours.

All complaints will be recorded; the complainant should be advised that they might use the Formal Procedure.

### Stage 2–formal resolution.

Initial formal complaints should be submitted to The Provider:

Pro Care & Support Services Ltd  
Mrs Lynn Richards  
Imperial Buildings  
West End  
Abercarn  
Gwent  
NP11 4SB

Complaints will be acknowledged by return of post.

The Provider will be responsible and set a time-scale for investigation and initial response.

The investigating Person will aim to complete the investigation and respond in writing to the relevant people within 14 days.

### Stage 3-unresolved complaints.

There will be occasions when complaints cannot be resolved satisfactorily. A review of the complaint will be undertaken by the provider to ensure that all actions taken are appropriate and by Pro Care & Support Services Ltd philosophy.



Complainants that remain dissatisfied or unresolved complaints should be advised that they may contact the purchasing authority (the local authority that pays toward your care package).

Alternative complaints can be made directly to either the ombudsman at the address below, or your local authority

### **Newport social services**

The Complaint Resolution Team  
Newport City Council  
Civic Centre  
Godfrey Road  
Newport  
NP20 4UR

Email: [complaints@newport.gov.uk](mailto:complaints@newport.gov.uk)  
Telephone number: 01633 656656

### **Caerphilly social services**

Complaints and Information Team  
Social Services  
Penallta House  
Tredoman Park  
Hengoed  
CF82 7PG

Email: [sscomplaintsandinformation@caerphilly.gov.uk](mailto:sscomplaintsandinformation@caerphilly.gov.uk)  
Telephone number: 0800 3284061

**Copies of the local authority's complaints procedure and Whistle Blowing policy can be given if requested**

Public Services Ombudsman for Wales  
1 Ffordd yr Hen Gae  
Pencoed  
Bridgend  
CF35 5LJ

Telephone number: 0300 790 0203  
Fax: (01656) 641199

If you have concerns about our agency or would like to comment or pass compliments on our service, you can contact CIW (Care Inspectorate Wales)

You can raise a concern in a number of ways:

- Face to face by visiting the regional offices address below.
- Phone: 0300 7900 126



- Email: CIW.gov.wales
- Write to:  
CIW National Office  
Welsh Government  
Rhydycar  
Merthyr Tydfil  
CF48 1UZ

CIW are unable to investigate individual complaints or resolve disagreements between people and their service providers, however issues can be raised by CIW Inspectors during inspection cycles.

- *arrangements for consulting people using the service, staff and other stakeholders to affect the way in which the service is delivered and improved*

All Service Users, family, representatives, and professionals are invited to complete our annual stakeholder survey. The survey is an opportunity for us to gauge our overall performance by gathering your opinions on how our service has performed over the past 12 months. The survey contains specific questions on how our service has performed and allows stakeholders to express their views and suggest areas of improvement or to complement areas where the agency performed well. All surveys are treated confidentially, and results are published in our annual quality report along with proposed actions to address concerns and improve areas of weakness.

Between annual survey cycles consultation will take place in service user reviews held at 3 monthly intervals

For formal care plan reviews or for any issues or suggestions that may arise outside of the review process an appointment can be made with the Manager/ Responsible Individual who will be happy to discuss any issues, concerns or suggestions you may have.

*Should you require a Welsh version of the statement of purpose this can be produced on your request.*