



STATEMENT OF PURPOSE

CROSSROADS CARE SOUTH EAST LONDON

Chief Executive: **Darren Tobin**

Head of Operations: **Nichola Harris**

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Chair: **Michael Hampton**

1. The aims of the organisation:-

We are an independent not for profit incorporated charity (No 1076375 Company No 3726471) whose geographic area of service provision is the London Borough of Bexley, Royal Borough of Greenwich, London Borough of Lewisham and surrounding areas.

We are a network partner of Carers Trust.

We are a specialist voluntary organisation providing a diverse range of regulated and non-regulated support services 365 days a year to *carers and people who are in need by reasons of age, ill health and disability, in particular but not exclusively those living alone* within their own home or on outside activities promoting their choice, independence, health and well-being.

We also provide services to people who wish to directly purchase a service from us through Direct Payments, Individual/Personal Budgets or Personal Assistants.

As a network partner of Carers Trust we work within a national framework of policies and procedures and internal quality assurance programme. In addition support, advice and guidance are available from Carers Trust on all areas of operational activity. We have a track record of developing and delivering a range of services to meet the needs of our beneficiaries.

2. The objectives of the organisation

We are committed to provide practical and emotional support within the home or on activities outside the home in order to enable *carers and people who are in need by reasons of age, ill health and disability, in particular but not exclusively those living alone*. We provide a diverse range of support services to people with support needs and will ensure that the provision of any tasks we are able to provide are person centred at all times.

Charitable objects:-

For the public benefit, the relief of carers and people who are in need by reasons of age, ill health and disability, in particular but not exclusively those living alone, by providing a range of support services delivered by community based staff and volunteers. The area of benefit shall be the London Boroughs of Bexley, Greenwich, Lewisham and surrounding areas'

Mission Statement:-

To enable carers and people who are in need by reasons of age, ill health and disability, in particular but not exclusively those living alone to be recognised, supported and offered services to help them maintain their own health and wellbeing.

Our values:-

Trust – we understand that our services only respond to our beneficiaries needs when they trust us to care for the person they support

Involvement – Our beneficiaries drive our service design and development.

Quality – we ensure that our services are high quality, flexible, responsive and continually improving.

Family friendly – we recognise that our services impacts on families and friends so we design our services with that in mind.

Availability and accessibility – we work to make our services available and accessible to as many beneficiaries as possible.

Dignity and respect – we always treat beneficiaries of our service with dignity and respect.

Working for change – we work proactively with government and policy makers at national and local level to influence legislation and practice.

3. Philosophy of Care

We respect the individuality of our beneficiaries and seek to promote their choice, independence, dignity and safety at all times. We believe that all people who use our services must have access to high quality services at all times that reflects their individual needs.

We will respect the privacy and personal choices, lifestyles, customs, cultures and values of each person for whom a service is provided and seek to involve them in the provision, management and development of services provided by us.

We provide:-

- A person centred service that works with all people accessing our services to ensure that the service is provided according to their needs.
- Senior staff that will arrange a mutually convenient time prior to the establishment of any agreed service to discuss and assess any needs and the range of services we are able to provide.
- A flexible service that can provide support when it is requested.
- A high-quality service that is audited against CQC standards
- An annual client satisfaction survey questionnaire.
- Staff, who have the underpinning knowledge and skills to work with a wide range of our beneficiaries
- Staff that are trained supervised and appraised in their job role.

4. Nature of the Personal Care Services Provided

Care Support Workers work with a diverse range of clients. They will undertake any tasks agreed by all parties with appropriate training. A Care Plan and any associated risk assessment plans will be agreed with all parties and may include the following:

Support with: -

- Support with washing and dressing
- Toileting
- Oral Care
- Assistance with prescribed medication
- Mobility and transfers
- Feeding/Hydration
- The management of continence of bladder/ bowel
- Domestic Care
- Shopping
- Transport to appointments
- Exercise programmes for rehabilitation and development under the instruction and plan of a physiotherapist or occupational therapist.

Specialist tasks:-

From time to time Care Support Workers are asked to undertake some tasks, which may be considered by our Insurers to be specialist. These tasks may be undertaken following appropriate risk assessment and only after specific training and sign off with the relevant professional body.

Such tasks may include:-

1. Assisting with artificial feeding(Peg/Gastostomy)
2. Sterile dressings
3. Rectal medication(Rectal Valium)
4. Tracheotomy care – oral suctioning
5. Assistance with ear drops
6. Cough Assisting
7. Ileostomy and colostomy care –changing of bags
8. Catheter care – changing bags, monitoring output

Care Support Workers will not undertake tasks that require the skills and expertise of medical professionals. Such tasks include:-

1. Toe and nail cutting/ filing
2. Ear syringing
3. Removing or replacing urinary catheters
4. Bowel evacuations (other than suppositories)
5. Bladder washouts
6. Injections involving assembling syringes, administering controlled drugs
7. Programming of Syringe drivers
8. Filing of oxygen cylinders
9. Lifting from the floor unaided
10. Tracheotomy care – changing tubes

The above lists **are not exhaustive** and are contained in the Personal Care and Medicine Policies, which are available for inspection on request.

5. Management

The organisation is governed by a local Board of Trustees who are volunteers. They bring a wide range of skills and experience and are responsible for the overall strategic direction of the organisation.

Appendix A - Board Members, their length of service and background.

6. Staff

- Chief Executive
- Head of Operations
- Finance Manager
- Finance Assistant
- Care Services Manager
- Older carers Community Development Officer
- Volunteer Befriending Co – ordinator
- 1 x Team Leader – supported living
- 1 x Allocations Administrative Assistant
- 1 x part time Administrative Assistant
- 2 Senior care support workers
- A team of community based Care Support Worker staff.
- A team of Volunteer befrienders

All frontline CSW staff receive an induction programme which includes core & specialised training modules on First Aid, Health & Safety, Moving & Handling People, Infection Control, Equality and Diversity, Safeguarding Adults/Children, Mental Capacity & Deprivation of Liberties (DOLS) & Dementia Care.

All volunteers receive an induction programme and associated training to support them in their volunteering role.

All care staff (subject to a successful probationary period) are given the opportunity to attain a formal Level 2 qualification (QCF) in Health & Social Care.

To further support our Senior Care Support Workers the organisation provides a Level 3 in Health & Social Care programme to support them in their additional responsibilities in their supervisory and risk assessment role.

7. The process for the delivery of care and support

We receive referrals from a wide range of sources including statutory bodies, self-referrals and other voluntary organisations.

When a referral is received the office will arrange a mutually convenient time with the client to provide an initial assessment to meet you and/or the person you care for to see if we are able to provide you with a service.

In order to ensure the health and safety of all parties all tasks will be risk assessed.

All discussions about the provision of the service will be user led and a Care Plan developed. We will involve, with permission of all parties, and if appropriate other relevant professionals known to you in the development of the service.

We will respond to a referral within **48 hours** and arrange a visit no later than **5 working days**. We will reassess annually (or more frequently if required) to ensure flexibility of service provision to all our customers.

8. Key Terms and Conditions

We receive funding from statutory bodies, external grant making trusts and from people purchasing services directly through a Direct Payment/Individual/Personal Budget.

Clients can refer to their Service Users Guide which is held in their Client Care Folder. This will give arrangements and information on holiday/sickness cover and when the service may be cancelled or withdrawn.

9. Key Policies and Procedures

We operate within the national policy framework developed by Carers Trust. This framework covers management and service delivery policies and procedures and includes:-

- Safeguarding Children
- Safeguarding Adults
- Equal Opportunities & Diversity
- Health and Safety (including safety of the home)
- Moving and Handling People
- Infection Control
- Prescribed Medication
- Personal Care
- Confidentiality
- Compliments and Complaints
- Recruitment and Selection
- Data Protection

Our **full list of policies** are available for inspection at our Head Office

10. Insurance/Liability

Details of our insurance cover are available for inspection at our Head Office.

11. Compliments, Complaints and Suggestions

We welcome every opportunity to monitor and improve our services and a leaflet is provided within the client care folder. This details the procedure for making compliments, complaints and any suggestions about our service. A full policy is available for inspection on request at our Head Office.

Appendix A
Board of Trustee Directors

Trustee	Length of Service	Background
Trevor Perrin	01/09/2014	Education
Lisa Hemsley	23/11/2011	Fundraising/Marketing
Patricia Muller	18/2/2013	Nursing(Retired)
Matt Coulson	6/10/2016	Digital Media
Michael Hampton (Chair)	7/10/2016	Banking/Finance Investment
Nick Marsden	9/9/2016	Procurement NHS