



Statement of Purpose
Serendipity Healthcare Ltd
Unit 5 Millennium Way,
Dunston,
Chesterfield,
S41 8ND
Tel: 01246 26084373

POL31 Statement of Purpose

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Serendipity Healthcare Ltd 's Statements of Purpose AIMS & OBJECTIVES OF Serendipity Healthcare Ltd

Serendipity Healthcare Ltd was founded in 2009 with the belief that people are happiest being cared for in the comfort of their own homes. We have grown from servicing a small number of clients to caring for hundreds of service users in Derbyshire, Yorkshire and the surrounding areas.

Welcome

Type of service - Homecare agencies Specialisms/services:

Caring for adults over 18 yrs Dementia

Sensory impairments

Physical impairments

Psychological impairments

Support Objectives

Our aim is to promote a way of life which allows you to remain as independent as possible and enjoy your rights as an individual. Your service will be individually designed to suit your personal needs and preferences and to promote your choices and independence.

Serendipity Healthcare's principles are:

To focus on service users and their outcomes

We aim to provide personal care and support in ways which have positive outcomes for service users and promote their active participation.

To ensure that we are fit for our purpose

We examine our operations constantly to ensure that we are successfully achieving our stated aims and purposes. We welcome feedback from our service users and their friends and relatives.

To work for the comprehensive welfare of our service users

We aim to provide for each service user a package of care that contributes to his or her overall personal and healthcare needs and preferences.

To meet assessed needs

Before we provide services, we ensure that a potential service user's needs and preferences are thoroughly assessed. We aim to ensure that the care the agency provides meets the assessed needs of each service user, that needs are re-assessed as frequently as necessary, and that the care and support provided has the flexibility to respond to changing needs or requirements.



To provide quality services

We are whole-heartedly committed to providing top quality services and to continuous improvement in the level of the care we offer.

To employ a quality workforce

Standards for our managers and staff are based on the national occupational standards for the care industry set by the National Training Organisation.

To follow codes of practice

We ensure that our Social Care Workers follow their Codes of Practice and that The Company follows the Codes of Practice for employers of Social Care Workers.

To be open, honest and candid (Duty of Candour)

We promote a culture that encourages candour, openness and honesty at all levels.

Details of Registered Provider, Nominated Person and Registered Manager Registered Provider:

Name: Serendipity Healthcare Ltd

Address: Unit 5 Millennium Way
Dunston
Chesterfield
S41 8ND

Experience: Serendipity Healthcare Ltd was founded by experienced healthcare professionals wanting to make a positive impact on the domiciliary care sector. The directors are comprised of a Consultant Gynaecologist with years of experience working within the NHS and a successful private practice, and a Registered Nurse with a background of senior management within the home care sector.

Nominated Person:

Name: Sarah Pickles

Address: Serendipity Healthcare Ltd , Unit 5 Millennium Way, Dunston, Chesterfield, S41 8ND

Experience: Registered Nurse and years of experience as a Home Care Manager and Area Manager, holding a level 5 Manager's award.

Registered Manager:

Name: Sarah Pickles

Address: Serendipity Healthcare Ltd , Unit 5 Millennium Way, Dunston, Chesterfield, S41 8ND

01246 260843



Experience: Almost 30 years working in the Care sector and qualified as RGN. Qualified Health and Social Care assessor/ Internal Verifier

Staff Profile

We recognise that, to deliver a good care service, we need to recruit the right individuals. We base the recruitment of all our staff on commitment, compassion, and shared values. We expect our staff to be committed to providing the best possible care, they must be passionate about caring for others and be able to demonstrate that they share our values and ethos. Each shift is staffed with the required number of staff to complete all visits, with supplementary staff available to deal with episodes of absence/sickness etc.

Description of Our Services and Facilities Services Offered

The following services are provided at The Agency's location:

Domiciliary care service

The following regulated activities apply to services provided by The Agency:

Personal Care

The Agency provides services for the following bands of Service User:

Older people Adults Younger adults Mental health
Physical disability Sensory impairment Dementia

The following Care and Support Services are provided by The Agency:

Alzheimer's Eating Disorders Autism
AHD
Cancer Care Palliative Care Tourettes/Tics Cerebral Palsy Epilepsy Head/Brain Injury Auditory Impairment
Motor Neurone Disease Multiple Sclerosis Neuropathic Parkinson's Disease Stroke
Visual Impairment Speech Impairment

Service User Care Plans are reviewed on an individual basis, according to assessed need and regulatory and contractual requirements.

Therapeutic Activities

Serendipity Healthcare Ltd has a policy of promoting the maintenance of Service Users' normal social network and social activities. The Service User's Care Plan includes a facility for recording life history, social networks and contacts, and preferences for activities and hobbies in order that the Service User is offered access to those networks and activities which are appropriate and desired.

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Making a Complaint and Giving Compliments

We believe that complaints and compliments are a valuable indicator of the quality of our service, and an opportunity to improve that quality. We assure all Service Users that no-one will be victimised for making a complaint, we encourage Service Users to instigate the complaints procedure whenever they feel that this is necessary. We do not wish to confine complaints to major issues. We encourage Service Users to comment

<p>Director of Social Services: Derbyshire Adult Care Services County Hall Matlock DE4 3AG Tel: 01629 533190 Fax: 01629 532220 Minicom: 01629 585200</p>	<p>Care Quality Commission: Care Quality Commission (CQC) National Correspondence Citygate, Gallowgate Newcastle upon Tyne NE1 4PA Tel: 03000 616161 Fax: 03000 616171</p>
<p>Local Clinical Commissioning Group: NHS Southern Derbyshire CCG Cardinal Square 1st Floor, North Point 10 Nottingham Road Derby DE1 3QT T: 01332 888 080</p>	<p>The Local Government and Social Care Ombudsman PO Box 4771, Coventry CV4 0EH, Tel: 0845 602 1983 or 024 7682 1960, Fax: 024 7682 0001, advice@lgo.org.uk</p>
<p>Director of Social Services: Sheffield City Council Sheffield City Council Town Hall Pinstone Street Sheffield S1 2HH Tel : 01142734567</p>	<p>NHS Sheffield CCG 722 Prince of Wales Road Sheffield S9 4EU Tel: (0114) 305 1000 Fax: (0114) 305 1001 Email: sheCCG.sheffieldCCG@nhs.net</p>
<p>Director of Social Services Nottinghamshire County Council County Hall West Bridgford Nottingham NG2 7QP Tel: 0300 500 80 80</p>	



Advocates

Service Users have the right to access external agents who will act in their interests to help them solve problems, discuss concerns etc. The Registered Manager will be happy to provide information on local advocacy groups and other support networks.

Some of those currently known to us are:

Age UK Derby & Derbyshire
15 Morledge
Derby Derbyshire DE1 2AW
Tel: 01332 343232

Age UK Sheffield
First Floor
South Yorkshire Fire & Rescue
197 Eyre Street
Sheffield
S1 3FG.

Derbyshire Coalition for Inclusive Living,
Park Road
Ripley Derbyshire DE5 3EF
Tel: 01773 740246

Derbyshire Mind Kingsway Hospital Kingsway
Derby
Derbyshire
DE22 3LZ.
Tel: 01332 623732

Arrangements for your voting rights can be made through the:

Electoral Registration Officer Elections Office

Chesterfield Borough Council Town Hall Rose Hill Chesterfield S40 1LP
Tel: 01246 345 345
Text: 07960 910 264

Sheffield City Council
Town Hall
Pinstone Street
Sheffield
S1 2HH



North East Derbyshire District Council
2013 Mill Lane
Wingerworth
Chesterfield
Derbyshire
S42 6NG

Privacy and Dignity

We aim to respect your privacy and dignity at all times. Please speak out, or speak to the supervisor or Registered Manager if your privacy or dignity is not being respected.

Service User's privacy:

All Service Users have the right to be alone or undisturbed and to be free from public attention or intrusion into their private affairs. The staff of The Agency are guests in the Service User's residence.

Staff will enter a Service User's property and rooms within the property only with express consent.

Staff of The Agency respect the rights of Service User' to make telephone calls without being overheard or seen by a worker.

Records will be designed, used and stored so as to assure privacy. Legislative controls over records, such as the Data Protection Act, will be adhered to, and the Service User's explicit permission in writing will be sought before information is passed to any person other than those directly concerned with the Care of the Service User.

Records will be made available to the Service User's principal Care Worker and family according to the wishes of the Service User.

Service User's dignity

Your dignity is a matter of prime importance to us, and all staff receive training in this area.

You will be asked for the name by which you wish to be addressed, and this name will be recorded on your Service User Plan and used by all staff. You are perfectly entitled to ask that your principal carers use one name, and others use another name. The level of familiarity is under your control. In the absence of information to the contrary, staff will address you formally, using your title and surname.

Staff are trained to be sensitive to your feelings when in company.

The Agency seeks to reduce any feelings of vulnerability which Service Users may have as a result of disability or illness.

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Other documents

You are invited to review the latest CQC inspection report on the establishment, and the latest summary of Service Users' and Service Users families' views on the Services offered. These are not included in this pack because they rapidly become out of date. A copy of each will be given to you on the service commencement subsequently published on the notice board in The Agency, and copies are available from the manager at any time.

Last Reviewed:
26th January 2022
Lisa Ward
HR Manager