

# Statement of Purpose and Service Specification

## Outreach and Domiciliary Care Service

**Fairways Health Services  
Fair Ways Care UK (Ltd)**

Document Ref:	Version No:	Summary of Changes:	Author:	Release Date:	Review Date:	Approved By:
OT01	1	Launch – 1 <sup>st</sup> draft	Tracy Cousins	July 2016	July 2017	Michael Crutchley
OT01	2	Updated	Tracy Cousins	August 2017	August 2018	Michael Crutchley
OT01	3	Review	Tracy Cousins	August 2018	August 2019	Michael Crutchley
OT01	4	Review	Tracy Cousins	August 2019	August 2020	Michael Crutchley
OT01	5	Re-write / New version	Caroline Campbell	November 2020	November 2021	Quality, Safety and Governance Team

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## **1 Purpose of Document**

This document summarises information about Fair Ways including the Outreach and Domiciliary Care service to ensure that prospective individuals, their guardians and professionals are informed about the range of service, facilities and care that is provided. Further company Policies and Procedures accompany this Statement of Purpose for staff reference.

Fair Ways is committed to ensuring that it complies with all legislative and regulatory requirements. As such, we will ensure that an up to date copy of our Statement of Purpose will be reviewed annually as per Fair Ways policy and a copy submitted to the Care Quality Commission.

The Care Quality Commission will be notified of any changes made to this Statement of Purpose within 28 days of amendments. This will be cross referenced against the regulated activities being delivered with consequent application changes if necessary.

Our Statement of Purpose meets the requirements of current legislation, including Schedule 3 of Regulation 12 of the Care Quality Commission (Registration) Regulations 2009.

## **2 Company and Registration Details**

Fair Ways Care (UK) Ltd is a wholly owned subsidiary of the charity Fair Ways Foundation – charity registration number 1,159,854; delivering a comprehensive range of child and adult social care, health, support, training and educational services in the Solent Area. The business is controlled and owned in the interests of its social mission. As such, the majority of the organisation’s profits are re-invested into the business in order to meet its Charitable Objectives which are to:

- Address Social Exclusion
- Improve Health and Wellbeing
- Promote Education and Literacy
- Support vulnerable children and young people
- Support vulnerable people and families

Fair Ways Care (UK) Ltd was established in 2002, having previously been the Foster Care provision subsidiary of Cornerstone Service Support Ltd, a residential care provider for children with disabilities. From the outset, the company sought to deal with more difficult and vulnerable children to provide stable familial placements for them.

In July 2015, Fairways Care (UK) Ltd was acquired by the charity Fair Ways Foundation, effectively turning the business into a charity.

From humble beginnings, a single office and 15 dedicated staff, today Fair Ways employs nearly 400 staff and has numerous CQC and Ofsted registered services. They include health residential homes, an outreach service, 3 schools, a contact centre, a fostering team, a

residential family centre, children’s residential homes and independent supported living services.

**Registration details:**

Outreach and Domiciliary Care Service  
 CQC registration Provider ID:  
 1-2278337072

Location ID: 1-2592778803

CQC Registered Manager: Tracy Cousins  
 Nominated Individual: Caroline Campbell (Director of Health)

**Location address:**

Fairways House,  
 Suite 1c,  
 Alpha Business Park,  
 Mount Pleasant Road  
 Southampton, Hampshire  
 SO14 0QB.  
 Tel: 02380 386902

<b>Contact Details: Head Office</b>
Fair Ways
Ground Floor, Building 1000
Western Road
Portsmouth
PO6 3EZ
Telephone: 02380 230400
Website: <a href="http://www.fairways.co">www.fairways.co</a>
Email: <a href="mailto:enquiries@fairways.co">enquiries@fairways.co</a>

**Insurance of personal items**

The service holds building and contents insurance at its office base, however, service users and their families are responsible for their own personal belongings where appropriate if attending the Outreach office. Fair Ways are not responsible for service user’s cash, credit cards, cheques, certificates, bonds, deeds, documents or personal effects (including jewellery).

**Link to the latest CQC inspection report (March 2020): Rated as ‘Good’ in all domains and overall:**

<https://api.cqc.org.uk/public/v1/reports/e741ef39-658d-4c01-9c22-c22ff3804b4b?20200320130000>

### **3 Fair Ways Mission Statement**

Fair Ways Vision, Mission and Values

**Our vision**

To build an institution that makes a difference to society and leaves a legacy greater than ourselves and our contributions.

**Our mission**

Making a difference through passionate care, support and education.

**Our values**

As a charity we measure our wealth by the difference we make, rather than any profit.

We believe that by embodying a culture in which every individual is valued for their own contribution, we can develop them and harness their potential, so that they may achieve great things.

Our values form the heart of the work we do, defined by Fair Ways people, for Fair Ways people. These are the values by which we operate, by which we are governed, and to which we are held accountable.

We therefore expect every individual within the organisation to *play their part*:

<b>P</b> ROFESSIONAL ATTITUDE	<b>A</b> CCEPTING	<b>R</b> EFLECTIVE	<b>T</b> RANSPARENT
<ul style="list-style-type: none"> <li>· We do what we say we will</li> <li>· We approach challenges with optimism and enthusiasm</li> <li>· We don't judge, we notice</li> <li>· We put the needs of the service before our own personal gains</li> </ul>	<ul style="list-style-type: none"> <li>· We don't give up on people</li> <li>· We value all individuals and are willing to challenge them</li> <li>· We embrace each other's differences as much as our similarities</li> <li>· We accept responsibility for our actions</li> </ul>	<ul style="list-style-type: none"> <li>· We give feedback, we invite feedback, we listen to feedback</li> <li>· We look inward before we look outward</li> <li>· We learn as much from our mistakes as from our successes</li> <li>· We listen to each other, learn from each other and grow together</li> </ul>	<ul style="list-style-type: none"> <li>· We are always willing to explain why</li> <li>· We have the courage to be open and honest</li> <li>· We earn trust through our transparency</li> <li>· We live by our values even when no-one is watching</li> </ul>

## **4 Outreach and Domiciliary Care Service Specification**

The Outreach and Domiciliary Care service provides support for service users with a learning disability, autism, behavioural, mental health, or complex care need. This may be on a 1:2 or 2:1 package of care for specified hours. Bespoke support and care is provided to them and their families either within the family home, local community or educational establishments. Support workers fit into the lives of the families, building a professional and friendly rapport so the care feels supportive and natural. Service users are then able to access community activities which prevents social exclusion, promotes independence, and provides families with some respite care.

Our supported living service provides bespoke care to service users who hold their own tenancy with a housing provider and require personal care and support to live independently. They are fully involved with their multi-disciplinary team in designing their support and developing care plans, which set out how we will work with them and enable them to achieve their goals. Alongside care, we promote access to meaningful day time activities including opportunities for education and work where appropriate.

## **5 Location and Facilities**

The Outreach and Domiciliary Care Service is located on the ground floor of Fairways House, Southampton. A staff office, meeting room and sensory room is provided. The meeting room offers table and chairs, a sofa, a TV and games console, some toys, books and games. Support staff are able to bring service users to these rooms where activities can take place and support provided. Alternatively, community outings are planned as well as attending educational establishments or the family home.

Staff are also able to access one of the Fair Ways School out of hours and weekends, where they have access to more Occupational Therapy equipment and resources plus an outdoor space.

## **6 Outreach and Domiciliary Care Service Aims and Objectives**

We provide a flexible, efficient and quality domiciliary care and support service using a person centred approach, respecting the right to privacy, dignity and choices. A holistic approach is used ensuring each service user can achieve their own outcomes in their physical, intellectual, emotional, social and behavioural development and achieve as much independence as possible.

We work with them, their family/carers and other agencies to deliver continuity of care in a flexible but regular planned program, which includes emergency support where necessary.

All parties are involved in creating bespoke care plans and programs to ensure quality of life is maintained or improved, and support is provided as and where needed the most.

We provide service users with the opportunity to enjoy and contribute to society, enabling them to develop and practice new skills and to provide leisure activities within the wider community.

We consult with, and listen to them and their families/carers, enabling them to express their views and those of their dependents, to influence how the service is run and developed.

### Supported Living

We promote independence for service users living in their own environments who hold a tenancy agreement. This includes those moving to semi-independent living for the first time from a range of settings, or young adults during transition from their family homes.

We work in partnership with housing providers and commissioners to ensure the service users we work with live in safe and secure homes, that are well maintained and if necessary adapted to meet their individual care needs. Care plans are reviewed regularly and adapted as necessary, with reference to plans set out under the Mental Capacity Act for Deprivation of Liberty if applicable.

We deliver care and support from a small and consistent team, matching interests and hobbies to meet service user needs. This may include support 24 hours a day 7 days a week.

Support is provided for service users to live fulfilling and active lives, promoting choice and independence wherever possible. A focus is on developing skills in living independently and making safe and healthy lifestyles choice which include eating a nutritious and balanced diet.

We provide transparent record keeping, and service users have full access to their electronic record through their own log in and can be supported to write and review records on a daily basis if required.

## **7 Referring to Outreach and Domiciliary Care Service**

Referrals can be made by any allocated professional or commissioner via the Fair Ways Placements Team using the designated referral email address. Referrals are also accepted via the Registered Manager or the Director of Health through NHS.net secure email. The Registered Manager reviews all referrals and will consider whether they are able to meet the level of support and hours required, taking into account staff availability. The location where the support is needed will also be considered due to staff travel time between service users.

Staff may be recruited specifically for individualised care packages and this will be explored at the time the referral is made and assessment of need completed. The outcome of this decision will be formally notified to the referrer within one working week. Fair Ways Placement fees, a contract and terms and conditions will be sent to the referrer at the point of enquiry. These documents clearly lay out the fees schedule and services provided.

## **8 Assessment**

To determine the suitability of a referral, there will be an assessment which will require the referring agency to provide detail on the level of care and support required. This must be accompanied by any care plans or risk assessments where available.

## **9 Accepting a care package or support**

Support or care cannot be provided until the Fair Ways Contract is signed by both parties, and the funding agreement is in place.

## **10 Termination of a care package or support**

The service will always aim to maintain the support and care provided and deliver its agreed package as defined in the terms and conditions of the contract. However, at times this may no longer be viable due to a change in circumstances by either parties. The Registered Manager will meet with the external support network and the service user and their family / carer to identify any additional support necessary to sustain the care package. However an immediate or 30 days notice termination period may be issued if the support or care delivery cannot continue. Please refer to the terms and conditions detailed in the contract for more information.

## **11 Models of Care**

### **The range of services we provide**

#### **Outreach**

We work with service users where our assessment indicates that we are able to provide appropriate care and support to meet their identified needs. We offer a range of personal and practical care services to children aged 0-18 YOUNGER old, and adults aged 18-65 years old



that meet the requirements for 'Personal Care' defined by the Health and Social Care Act 2008 and Regulated by the Care Quality Commission.

We provide these services to service users with physical disabilities, life limiting health needs, learning difficulties or Autistic Spectrum Conditions.

Care can include:

- Assistance with personal care including bathing, dressing and pad changes
- Assistance with medication
- Assistance with care to maintain breathing, including suction and oxygen
- Assistance with feeding including PEGs
- Assistance with accessing community/leisure activities
- Support in the family home
- Domiciliary Care

We can also provide a range of non-regulated support services to children aged 0-18 years old and adults 18-65 years old. These services will be provided to service users who experience episodes of mental ill health, behaviours that can challenge and a range of complex family dynamics or circumstances.

These include:

- Support within the family home providing positive activities for service users to give parents/carers some short respite breaks
- Support to access community activities
- Support to access educational provisions
- Support to develop independent life skills

Care and support is available 24 hours a day and up to 365 days a year. Bank Holidays are not normally included in our working days but in pre-arranged agreements, cover may be supplied. Office hours are Monday to Friday, 9am to 5pm inclusive. The Registered Manager is available during office hours and a duty manager is on call for staff and service users outside of normal office hours.

### Supported Living

Our supported living service provides bespoke wrap around personal and practical care services to adults aged 18-65 years old who hold their own tenancy where they meet the requirements for 'Personal Care' defined by the Health and Social Care Act 2008 and Regulated by the Care Quality Commission. Assistance may be provided 24 hours a day, 365 days a year. We can also provide non regulated support to individuals in their own homes, depending on their identified individual needs. This includes service users with physical disabilities, learning difficulties or Autistic Spectrum Conditions.

Care can include:

- Assistance with personal care including bathing, dressing and pad changes
- Assistance with medication including administration of medication where service users are not able to do this independently
- Assistance with feeding including PEGs
- Assistance with accessing community/leisure activities which may include learning and education
- Support may include planning the activities for the day
- Support to shop for food and leisure
- Support to manage money and pay bills
- Support to attend health appointments
- Support to visit family and friends
- Support with domestic tasks necessary to maintain the home
- Support to maintain the tenancy alongside the housing provider

## **12 Medication Management**

- The service follows CQC and NICE Guidelines on Managing Medicines and subsequent 'Quality Standards'. Fair Ways has a company wide 'Medicines Management' policy, as well as a local service policy for the Outreach and Domiciliary Service that reflects NICE and best practice guidelines. These policies have been signed off by the (clinical) Director of Health and a Pharmacist, and are reviewed annually.
- Service users are encouraged to manage their own medication following a risk assessment undertaken by the care team and in consultation with the necessary external support team. The family / carer may administer medicines to the service user as per agreed care plan, or the staff will undertake this task as necessary.
- For service users who are unable to self-administer their medication and it has been agreed that care staff will manage this, staff will follow the Fair Ways medication policy and procedure which outlines medication reconciliation, dispensing, administration and disposal.
- Within a care package that delivers 24 hour care in a service user's home, medication will be stored in a designated lockable cupboard. This may include Controlled Drugs in line with the Controlled Drugs Regulations 2013.
- All staff complete online and face to face medicines management training delivered by a registered pharmacist. This includes safe administration,

competency assessments and annual reviews which are carried out by trained in house senior staff.

- Medication reviews are arranged with the prescriber on a regular basis, whether a hospital or community Consultant and / or a GP.

### **13 Consent and Rights**

The service user and their family / carer is always fully involved in decision making and consulted about their care at every opportunity. Service users give informed consent to care and support and have a right to refuse care.

If it has been assessed that a service user is unable to consent in an area relating to their care, the involvement of an appropriate representatives will be sought. This is to ensure their rights are maintained, and an appropriate decision making framework is applied in the service users best interests.

The service has regular access to a local independent advocacy service who are integral to supporting their rights. The service adheres to the Mental Capacity Act (2005) statutory principles.

The service is committed to comply with safe data management and will ensure that Personal Identifiable Information (PID) is not deliberately or accidentally released or made available or accessible to a third party without the service users consent.

### **14 Privacy and Dignity**

The staff team are aware of the need to maintain service user's confidentiality, and will always remain respectful and boundaried when attending the family home.

When delivering personal care, staff will always maintain privacy and dignity to ensure care delivered is thoughtful and sensitive to the service user's needs.

All communication is respectful, and service users will be called by their preferred names.

### **15 Equality, Diversity and Faith**

Service user's care plans ensure that their cultural, gender identity, heritage, and linguistic identity are maintained and promoted. They are encouraged and supported in attending appropriate support groups, services and celebrating festivals which relate to their individual religious and/or spiritual beliefs when care or support is provided by staff.

## **16 Safeguarding**

The Outreach and Domiciliary Care Service supports service users aged from infants to adults therefore due to their vulnerability, staff attend yearly children and adult safeguarding training. Relevant internal policies and procedures support this training. Staff also have access to external training provided by local safeguarding health and social care partnerships in Southampton and Hampshire.

Safeguarding is on the agenda of monthly individual supervision meetings. The Registered Manager reports on risks identified to the internal Quality, Safety and Governance Committee, as well as the external care network and local authority team. CQC Notifications are submitted where necessary. The Registered Manager also reports on safeguarding in their weekly and monthly reports to the Director of Health.

## **17 Complaints and Compliments**

Fair Ways aims to always deliver compassionate high quality care although recognises that, at times, there will be occasions when service users feel they have not received this. If they, their family/carer or professional is not satisfied with the care the service is providing, we encourage feedback so we may investigate this further and learn from it.

There is an independent email address provided for complaints to be submitted to the Fair Ways Quality, Safety and Governance Team, which is independent of the Outreach and Domiciliary Care Service. Complaints are logged, and the response provided including timeframes are reviewed and audited.

We appreciate compliments and positive feedback about the service delivered and its staff. This will enable the team to be informed about the standard of care they provide which provides encouragement and validation of the good work they do.

Fair Ways has a full complaints and compliments policy, and an easy read version is also available. A copy is provided at the start of a new package and can be requested at any time from staff. It provides information on the right to refer a complaint to the Care Quality Commission (CQC) and to commissioning authorities.

Any person wishing to give a compliment or make a complaint can do so by telephone, email, letter, or via the Fair Ways compliments and complaints email as follows: [compliments@fairways.co](mailto:compliments@fairways.co) or [complaints@fairways.co](mailto:complaints@fairways.co)

## **18 Staffing**

The service is managed by an appropriately qualified and experienced Registered Manager. The Registered Manager promotes close working professional relationships with internal

and external multi-disciplinary teams as well as the service users and their family / carer. The Registered Manager and staff team are also supported by a clinical Director of Health and other healthcare professionals in order to deliver the best care possible.

Fair Ways operates an on call system for out of hours to provide support to all levels of staff. This enables escalation to managers and directors to assist in decision making and risk management.

## **19 Training and Development**

We have a robust induction programme that is completed by all new team members. This programme includes health and safety, fire safety, moving and handling, level 1 first aid, Team Teach and NVR where necessary, food hygiene, medication management, COSHH, infection control and information governance.

Staff are trained on Clear Care which is the electronic service user's record system.

Support Workers are qualified, or are expected to undertake training towards the level 3 Diploma in Health and Social Care. They are skilled and experienced in all areas of intimate and personal care, and if necessary, will receive training to ensure competence before they can deliver care and support to service users. Registered Managers complete the Level 5 Diploma in Leadership and Management.

We provide and support (both internally or externally sourced or provided) Continued Professional Development opportunities for Health and Social care staff. This is reviewed during regular supervision meetings and annual appraisals. Funding is provided for bespoke training and courses where necessary and applicable, which staff can apply for to support their development and increase their knowledge base and skills.

## **20 Supervision**

Staff are individually supervised by experienced health and/or social care practitioners. Staff receive one to one supervision by their line managers at all levels. An external clinical Psychologist is also contracted to provide supervision to the Registered Manager on a monthly basis.

## **21 Quality Assurance and Governance**

We have a number of ways of monitoring that care is consistently appropriate and effective to meet the needs of service users. These include:

- A planned schedule of internal audits and reviews of practice
- Feedback from service users, families and professionals
- External independent advocacy
- Quarterly visits by an Independent Quality Assurance lead to provide external scrutiny and benchmarking
- Monthly multi-disciplinary meetings to review care plans
- Monthly in house team meetings and health managers meetings
- External regulator inspection by the Care Quality Commission to ensure compliancy with the Health and Social Care Act 2012 and associated regulations.

Quality and safety issues are reported weekly via the Fair Ways risk reporting process. Weekly and Monthly reports are submitted to the Director of Health, and quarterly reports are submitted to the senior management team. There is a monthly rolling agenda item at the monthly staff team meeting to review learning from incidents.

The service uses a range of outcome measures to help monitor individual service user's progress and gain feedback on the quality of care and support provided.

We follow The Care Quality Commission's key lines of enquiries and implement best practice guidelines.