



AWARDING CARE

**STATEMENT
OF PURPOSE**

11 November 2015

Awarding Care Philosophy

Awarding Care consists of two divisions, each devoted to a different specialism:

- Healthcare Recruitment
- Domiciliary Care

Where does the quality come from?

The Directors of Awarding Care have a vast amount of experience in working within health and social care within the private sector, from care and support workers through to care management. Both Directors have gained their experience through different care organisations leading to positive outcomes for individuals.

Awarding Care want to a caring, responsive, safe and effective service that is both well led and affordable. Both Directors are passionate of their motto “Your life, Your Care” ensuring that the specific needs and thoughts of the individual are taken care of.

Whether Awarding Care provide an occasional visit for companionship and household cleaning, daily assistance with practical tasks such as washing, dressing, help at meal times or just a sit in day visit, our packages are carefully customised around the specific needs of the individual(s). Our team members will always be highly trained to support you needs. Awarding Care will always be consistent, and give you a person centred and rewarding experience.

Induction

At Awarding Care we recognise that there is no place like home – that's why we're right behind those people who wish to remain at home and be as independent for as long as it is safe to do so.

Our team of staff will provide dependable, trustworthy, high quality home care that will meet all personalised expectations for private individuals, local authorities and other local organisations. All our team members will either have experience or be developed to ensure they are competent in providing the best quality care.

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All our packages of care will be delivered from the customer's point of view. A person centred care plan will be implemented so that care is delivered in a way that you choose.

Our Vision

To provide person centred care that meets all the requirements for the service(s) we provide

To champion our customers with equality, diversity, independence and individuality ensuring that rights and choices are respected through the journey with us

Our Mission

Awarding Care will strive to meet customers' needs through providing high quality person centred care to those who wish to stay at home and live independently. We will strive to exceed customer expectations while on the journey with Awarding Care

Our Aims

- To provide an exceptional standard of care within the community
- To work with customers to ensure that person centred values are fully promoted
- To ensure that customers receive care within a responsive and caring nature
- To ensure that Awarding Care's management and team members are fully qualified and equipped to achieve and maintain a good outcome of care to our customers in the community
- To protect the rights and promote dignity, respect, choice to our customers
- To ensure the management and team members are highly trained in adult protection, policies and procedures to maintain safety of our customers in the community

Our Values

- Trust and integrity
- Respect and dignity
- Responsibility, accountability, and transparency
- Continuous improvement and development of Awarding Care and those employed within the organisation
- Team work
- High standards and celebrating achievement
- To provide a service that is safe and effective for both customers and staff

Our Principles

- Promote equal opportunities
- Respect equality, diversity inclusion and dignity
- Understand the importance of the data protection and confidentiality
- Empower individuals
- Deliver care that provides good outcomes for individuals
- To understand a person centred approach
- To work in partnership with other professionals to meet the customers' needs
- For the management to ensure staff are aware of their duty of care to customers and Awarding Care

The Management Team

Tommy Silvester – Director



Tommy started his care career after leaving school in 2002 where he started a Youth Training Scheme in a residential care home. Over the past 12 years Tommy has gained a wealth of experience in the private sector and also worked in mental health and Dementia care for the elderly.

Tommy is now a full time Health and Social Care Tutor and after qualifying as a counsellor in 2014, he now delivers his services in a GP Practice and with a Mental Health Charity.

Tommy holds various qualifications including a Level 5 Diploma in Therapeutic Process and Approach, Health & Social Care Levels 2 and 3 along with Health & Social Care Leadership & Management Level 5. Tommy also holds teaching qualification PTTLs.

Karl Silvester – Managing Director / Registered Manager



Karl first started his career in care work soon after leaving school in 2004 as a Care Assistant supporting clients with a whole range of care needs. After a much devoted and successful 18 months, Karl was promoted to Senior Care Assistant for an entire unit looking after clients who were fully dependant due to advanced Dementia.

Over the following 6 years, Karl took on the role of Unit Manager of a large care home and was soon promoted to Deputy Manager over the entire home. Karl was involved in the day to day management and running of the care home and was soon given the role of Acting Home Manager in which he gained all the relevant experience required to run a successful home.

Karl is very ambitious, highly motivated and always aspired to one day owning his own care service and in 2015, along with his brother, founded Awarding Care Ltd where he can apply all his skills, knowledge and experience in order to make Awarding Care very successful.

Throughout his career, Karl has gained all relevant qualifications from Level 2 in Health & Social Care through to Level 5 in Health & Social Care Management. He also gained a teaching qualification "TAQA" following a short time working as a Health and Social Care Trainer.

What Awarding Care Offer

Awarding Care provide a range of services predominately in the Sandwell, Birmingham, Dudley and Wolverhampton area. We will aim to provide services out this area at request.

We are pleased to be able to offer our services to:

- Adults 18+
- Adults 18+ in supported living schemes
- People with Dementia
- People with learning disabilities
- People with mental health needs
- People with physical disabilities
- People with sensory loss including dual sensory impairment

Services Provided

Personal Care

- Washing
- Shaving
- Oral Care
- Dressing
- Continence Care
- Assistance with meals
- Assistance with manual handling and transfers

Other services can include:

- Domestic duties
- Shopping Calls
- Collection of pension
- Laundry and ironing
- Preparation and assistance of meals
- Sleep – ins
- Waking night calls

Karl Silvester is the overall manager for the regulated activity personal care

Our Staff

Our Community Support Workers can provide a range of services as required to meet the needs of each individual client. All our Community Support Workers will be fully trained and competent in safeguarding and protection, dignity, moving and handling, first aid, food hygiene, health and safety, infection control and administration of medication. In addition to this, they will also have or will be working towards the Health and Social Care qualification as well as ongoing further development. If any complex needs are required then we will always ensure further training is sourced.

Complaints Procedure



It is the policy of Awarding Care to recognise that customers may from time to time be concerned and/or dissatisfied about the treatment and care they have received, we also recognise that such concerns and complaints must be taken seriously and dealt with expeditiously and sympathetically.

Awarding Care has stages to the complaints procedure.

All complaints will be dealt with accordance of the company policy and procedure

Stage 1

If you would like to make a comment or complaint, please contact the Branch Manager, Karl Silvester, by using any of the contact details listed below:

In writing Awarding Care Ltd
 Unit 3, 59 Bridge Street
 Wednesbury
 WS10 0AH

By telephone 0121 505 6104
 07934093180

By e-mail karl@awardingcare.co.uk

Karl will take details of your complaint and respond within 24 hours by letter or telephone

We will:

- Contact you to advise you what we are doing
- Send a written acknowledgement of your complaint within 2 working days
- Send you a detailed written response within 28 days of the concluded investigation and outcome of the complaint

Stage 2

If you are dissatisfied with the response provided in stage 1, you can request that we escalate the issue to an independent consultant who will investigate further.

The consultant will:

- Send a written acknowledgement within 2 working days of receipt of your complaint
- Provide a detailed written response within 7 days of the concluded investigation and outcome of the complaint



Stage 3

If you feel your complaint has still not been resolved to your satisfaction, you can contact the Care Quality Commission (CQC) or your Local Authority Social Services in writing or by telephone. Details of which are listed below:

Care Quality Commission (CQC)

PO Box 1254

Newcastle-Upon-Tyne

NE99 5AR

Telephone: 0300 616161

e-mail: enquiries@cqc.org.uk

Sandwell Council (Sandwell Assist)

PO Box 15825

Oldbury

West Midlands

B69 9EL

Telephone: 0845 352 2266

e-mail: sandwell_assist@sandwell.gov.uk

Our Promise

Awarding Care assures you:

- We will listen and take all complaints constructively to ensure that we learn from what went wrong and ensure we don't have any repeats
- All comments and complaints will be taken seriously, investigated thoroughly and in the strictest of confidence, we will always resolve issues as quickly as possible keeping you up to date on the progress
- We will be open and honest

Whistle Blowing

All our team members will be familiar with the whistle blowing policy and be aware of how, when and where to report concerns to about others.

The dedicated whistle blowing email address is wb@awardingcare.co.uk