

**Statement of aims and objectives**

**Introduction**

ThisStatementof aims and objectives summarises information about Fairview Professional Services for our clients, potential clients, their families, friends, advocates, formal and informal staff and other stakeholders.

**Legal Status**

Fairview Professional Services is a limited company, registered in Scotland in 2006 under company number SC545926.

**Mission Statement**

Fairview Professional Services provides a range of solutions and a tailored first class domiciliary care services to individuals and families who need care and support within their own homes, enabling them to preserve their independence and dignity. We will do this with compassion, dedication, respect and dignity and we will forever strive to develop and continuously improve the solutions, services and support we give to our clients, staff and other stakeholders

Fairview Professional Services will offer and provide flexible, value for money homecare and support of the highest standard, which promotes independence, dignity and choice, through respecting the rights of our service users and providing them with opportunities to live the life of their choosing regardless of age, sex, religion, race, marital status or disability. We will prioritise the physical, mental health and wellbeing of both our clients and staff.

Our vision is to become the preferred choice when it comes to high quality domiciliary care service delivery within the Lothians, and to be amongst the best employers in this sector. This will be achieved through making positive differences in the health and wellbeing of our staff, clients and their families and other interested parties, and offering exemplary employment terms and conditions and career progression opportunities.

**Company Values**

* Respect for people
* Passionate about quality, compassion and empathy.
* Deliver positive outcomes

**Our Aims and Objectives**

Fairview Professional Services is committed to providing a range of solutions and a tailored first class domiciliary care services to individuals and families who need care and support within their own homes, rather than going into long-term care homes or hospital. We will promote and preserve their independence and dignity for as long as possible and enable them to participate as active citizens within their local community.

We will continuously strive to develop and innovate to ensure our staff and clients are receiving the best responsive employment and quality service, through:

* Supporting our staff in all aspect of their job and timely providing all required training.
* Promoting independence through re-enabling approaches, and acknowledging and involving our service users, their families, carers and representatives in the detailed outcome based planning and assessment of needs.
* Ensuring that our service users’ (and stakeholders’) expectations are met, by timely informing them of who will deliver their care and support and when.
* Providing timely and up to date information in an appropriate format which can be understood and acknowledged.
* Communicate to our staff and service users in a dignified and respectful manner.
* Ensuring both or staff and service users have a clear set of written terms and conditions detailing our and their obligations.
* Providing continuous staff support and promoting lifelong learning and continuous career and professional development.

If we do not meet these, aims and objectives service users are encouraged to raise their concerns with us, use our complaints procedure or complain direct to the Care Inspectorate. If significant changes service users’ needs are identified, appropriate contact and/or referrals will be promptly made to ensure multi-disciplinary team working.

**Description of Services**

Fairview Professional Services will be registered to provide regulated support and care services to service users in their own homes. Service users may be private or may be through local social services or NHS. Service users will be supported with most activities of daily living such as personal care, eating and drinking, shopping, collection of medication and socialising. Our targeted service users will include the following:

* Elderly people
* People with physical disabilities, learning disabilities or autistic spectrum disorder
* Young adults
* People with mental health issues, dementia, sensory and cognitive impairments
* People with drug and alcohol issues and eating disorders.

**Principles of our service**

Our service users have the right to expect from Fairview Professional Services:

* Personalised care and support appropriate to their identified and assessed needs delivered by our staff whose dedication, education, experience, training and attitudes prepare and make them suitable for their role and will provide care and support in a dignified, respectful and outcome focussed manner.
* To have their values, beliefs, chosen lifestyles and their personal dignity respected at all times irrespective of any physical or cognitive considerations.
* To have their thoughts, opinions and attitudes respected and considered.
* To be encouraged to be as independent as possible including positive risk taking and to live a preferred lifestyle which is, as far as possible, focused on their personal choice and control.
* To remain living independently in their own home for as long as it is their wish to do so.
* To be recognised as an individual making their own decisions on matters which affect them, and to participate, where possible (with the help of a friend/ advocate/ relative if so desired), in the planning of their care plan, reviewing the care delivered and agreeing the format/content of their personalised plan of care.
* To remain in contact with personal friends, relatives and religious representatives of individual faiths and to be supported, if required, in maintaining such relationships and arrangements.
* To have access to an interpreter or interpreting/signing service if required, their personal files and information held about them and our formal complaints procedure and the right to be represented by a relative, friend, and adviser and/or advocate if required.
* To have the right to say who will and who will not enter their home and to have their personal privacy for their belongings and their affairs.
* Our full recognition and understanding of the needs and rights of service users and their relatives, friends, advocates, formal and informal carers.
* To never be discriminated against for any reason, including but not limited to race, age, culture, nationality, religion, sex, sexual orientation, physical and cognitive considerations.
* That Fairview Professional Services will recruit competent, self-motivated and trustworthy staff and retain a sufficient ratio of staff to meet service demands. Staff will be provided with on-going supervision, guidance, training and support to obtain relevant professional qualifications.

**Person centred services**

Fairview Professional Services will:

* Plan and develop personalised support plans, detailing personal beliefs, preferences and outcomes identified for the service user.
* Respect the service user’s wishes in decisions regarding their support and service package including when it is delivered and by whom.
* Provide timely information in a format of the service user’s preferred style and/or language.
* Acknowledge the value of informal carers and others in the lives of the service users.
* Observe a holistic approach in relation to person centred services.

**Independence**

Fairview Professional Services will:

* Develop each service in the context of what the service user can do, and not, what they cannot do.
* Aim to create a climate which fosters positive attitudes in those around the service user and focus on capacities and not disabilities.
* Value each service user as a whole and aspire to meet not only their physical need but also their emotional, psychological and social needs.
* Encourage and support service users to be as independent as possible and to carry out their own support tasks where possible.
* Support service users to live the life they choose even when this involves risk. Informed risk taking is an important part of personal fulfilment and independence.
* Alleviate loneliness and isolation by encouraging service users to engage with family and friends, and to participate in social inclusion within their community.
* Encourage service users to take on as much responsibility as possible for their own care and management of their medication and treatment.
* Ensure all service users actively participate in decisions about their care and support, our quality and improvement reviews and the Care Inspectorate’s inspection activities.

**Rights**

Fairview Professional Service will respect the right of services users to live the life of their choosing regardless of age, sex, gender identity, marital status or civil partnership, religion or belief, race, sexuality or disability.

**Dignity, Privacy and Respect**

Fairview Professional Services staff will:

* Promote the dignity, privacy and human rights of people that use our service, minimising any feelings of inadequacy, inferiority and vulnerability which may be experienced.
* Address service users’ in the manner of their choosing and treat them with consideration, courtesy and respect that reinforces personhood, responding to specific cultural demands and requirements that aim to maintain relationships that are based on trust and appropriate to the relationship of employee to service user.
* Ensure that any records of the service provided are only disclosed to those with a legitimate reason to know the information they contain and allow service users access to their personal records in keeping with current legislation.
* Handle personal information with care, sharing such information with the service user’s consent only where necessary. Personal information will be shared with the service users’ best interest and personal safety in mind.
* Respect the right of service users in choosing the gender of their support worker.
* Only enter service users’ rooms within their property with their express consent and respect that all their possessions are private, and uphold the principle that they are guests within the service users’ home.
* Recognise that service users have a right to conduct confidential conversations without being overheard or observed.
* Safeguard our services users’ against abuse by identifying risks before they arise and by responding quickly and appropriately to any concerns, in compliance with our Adult Protection and Safeguarding policy and current legislation.
* Support service users’ to keep well-nourished and hydrated, and supported in the enjoyment of food and drink in a dignified manner.
* Ensure that all equipment used in the delivery of our services is fit for purpose, safely operated, and used in a way that promotes dignity and independence.

**Maintaining Service Standards**

Fairview Professional Services is committed to ensuring that our support and services continue to meet service users’ and stakeholders’ needs, through a thorough systematic and frequent monitoring process. The delivery of a high quality service is our main priority and will be achieved through:

* Maintaining and handling comprehensive accurate records of the support and services delivered and of the people whom we support and employ, in accordance with relevant law and recognised good practice.
* Continually monitoring the quality of our services using a range of methods, mainly questionnaires and by talking to the people we support face to face, and via telephone during our frequent Customer and Monitoring Reviews.
* Undertaking 6 monthly and annual updates of assessments and care plans unless this is required earlier and completing annual quality assurances.
* Ensuring that our service users and staff are aware of how to make a complaint and feel comfortable using the complaints procedure. Any complaints will be dealt with quickly and effectively in accordance with our Complaints policy.
* Constantly measuring the success of each support and service in terms of whether personal outcomes have been met.
* Maintaining systems for dealing effectively and efficiently with emergencies and having an up to date risk based contingency plan to ensure continuity of service.

**Staffing**

**Director and Nominated Manager** - Joyline Nyakuridyisa, is an Nursing and Midwifery Council (NMC) registered nurse holding a Bachelors Degree in Adult Nursing and possessing over 22 years experience in community, acute, rehabilitation and elderly nursing at various operational and management levels.

**Finance and Compliance Manager** – Wellington Nyakuridyisa, is an NMC registered nurse with a Diploma in Mental Health Nursing with over 25 years nursing experience and 15 years accounting experience.

We will employ a care co-ordinators, team leaders, senior support and care workers and support and care workers at a sufficient ratio to meet service demands.

All staff will be members of the PVG scheme and are recruited safely as detailed in our safer recruitment and selection policy. Staff will be extensively trained through both external and in-house training and development to ensure that they are working to Fairview Professional Services’ values and ethos. They will receive regular supervision and attend continual professional development programmes and are expected to keep up to date with good practice and meet any codes of conduct required of them.