



STATEMENT OF PURPOSE

**Jessamy Staffing Solutions Limited trading as
Jessamy Platinum Homecare**

Aims and Objectives

Jessamy Platinum Homecare aims to provide a first class, high quality, safe, responsive, effective and well-led domiciliary personal homecare service to people in Bolton, Wigan and the surrounding areas. We also aim to provide enriching and rewarding work opportunities to our team of carefully selected healthcare workers. It is our aim for everyone to be united behind a vision to establish an exceptional care service that we can all be proud of.

Our philosophy is: **Kindness. Love. Care** We believe that by adopting a values-based approach to nurturing and developing our workforce and truly caring for our service users, the outcomes will be happier people who are safe and well cared for.

Owned and operated by Charles and Pauline the business was established after we realized that there was a gap in the market for a service provider offering quality care to elderly people who wanted to remain in their own homes in Bolton and surrounding regions. As an experienced support worker in the community and other establishments, Charles constantly witnessed the devastation failing, low-cost home care was having on people and their families. Unfortunately, care has become a cost driven industry. Local Governments are driving down the cost of care in order to achieve budgets with the result that staff, and services are under pressure to deliver.

Jessamy Platinum Homecare believes that the vast majority of failed care is due to this downward pressure on costs. At Jessamy Platinum Homecare we don't believe this is right, especially as peoples' lives are at stake! So, as dad would say **“if it is not right, it's wrong”**. This is why we have decided to take a totally platinum approach providing

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home care for families to include families with young children who may be living with physical disability and people with mild mental health needs.

Our aim is to support the NHS and Local authorities in making safer, quicker discharges from hospital, offering more opportunities and options for care to enable people to remain in the comfort of their own homes, for as long as is reasonably practical as well as to be able to meet people's needs prior to them having a reason to go into hospital.

We believe that by adopting a values-based approach to nurturing and developing our workforce and caring for our service users, the outcomes will be happier people who are safe and well cared for in their own homes, supported with Kindness and Love at the forefront. We also continue to provide enriching, rewarding and exciting work opportunities to our team of carefully selected healthcare workers.

We are aware that the current situation with Covid 19 has had a major impact on our health care system and on our elderly population, who have been most vulnerable and at risk due to poor health, risk of isolation, risk of neglect and poor well being, due to the impact of the pandemic.

Additionally, a number of families have approached us to provide more care services for their loved ones. Those requests have enabled us to identify the need to provide a service that supports parents who may have young children/young adults living with mild mental health disorder or physical disabilities to be able to provide care, support and companionship as required. We also recognise that many parents need a regular break from their caring role and support to meet the physical, mental and emotional challenges that can arise when caring for a loved one.

Our aim is to be able to provide the relevant support and care to enable those families to receive the right support, the right care and at the appropriate level and pace to meet the individual's needs.

It is our aim for everyone to be united behind a vision to establish an exceptional care service that is of a platinum or better standard. At Jessamy Platinum Homecare, quality will always override quantity as we strongly believe that each person deserves the very best of everything available to the people we serve.

At Jessamy Platinum Homecare we provide support to enable parents to have short breaks and help families and young people to access the support they need, which enables them to be able to have quality time for well-being, do activities they enjoy and increase their independence. Jessamy Platinum Homecare will arrange more needed

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support for families in need and provide exactly the ‘needed and wanted’ quality help from kind, caring people.

Families will be supported and signposted if need be, so they can also use a wide range of other services or creative solutions in their support plan.

We aim to support families to enable people living with disabilities, so that they can continue living at home with the care and support needed.

- We will not compromise care for cost.
- We will deliver the highest standard of care from the very best staff and management team.
- We will step away from local government contracts, if our platinum standard is at risk of being compromised
- We will help create an environment where all the people in our care can continue to feel loved, safe and they can continue to blossom and thrive.
- We will only work with people who understand the importance of and want a “Platinum or above standard” quality care; delivered in a kind, caring and supportive way, every time.

In deciding to register with CQC the directors made a conscious decision to hire the best in the field of health and social care to lead our Jessamy Platinum Homecare because we are serious about never compromising on our platinum and above standard. No expense will be spared to always achieve outstanding user involvement results.

Our Registered Manager, and Nominated Individual Bimpe Kuti is passionate about service user involvement in educating healthcare professionals and in her current role helps student nurses develop a compassionate approach to care practice.

For her PHD in Public Health thesis Bimpe explored in depth the: ‘Understanding the Dynamics of Service User Participation in Healthcare Provision’ and she brings in her incredibly valuable knowledge and professionalism to Jessamy Platinum Homecare. We are the only homecare provider in Bolton and the surrounding area that is led by such a high calibre, qualified, passionate and experienced Health and social care educator, therefore we have every assurance in her ability to deliver an outstanding domiciliary care service in Bolton and beyond.

Our qualified and continuously trained and experienced staff will offer support to enable our service users to retain their independence and wellbeing in the comfort of their own homes. Our services are designed to promote individual well-being, keep people safe and enable people to do as much as they can for themselves.

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We believe that our services will be fundamental in serving our community in Bolton and surrounding areas and will be instrumental in providing effective care in the community. Our impact could be pivotal in reducing the high needs of our service users going into bed-based services such as residential and nursing homes, hospitals and/or other formal care-based settings. We aim to provide companionship and friendship to individuals in the comfort of their own homes. We believe in supporting our service users to retain their independence and wellbeing in the community.

Service Types

The type of services we will provide are:

- Personal Care • DCC – Domiciliary Care

Jessamy Platinum Homecare exists to bring helpful and friendly care services to Service users living in their own homes.

Registration with the Care Quality Commission enables us to provide care in the following regulated activity, as defined in the Health and Social Care Act 2008.

Jessamy Platinum Homecare provide services to people in the following groups:

- Adults Aged 18-65
- Adults Aged 65+
- Autistic Disorders
- Frail and vulnerable adults
- People with dementia
- People with mental health problems
- People who have physical disabilities
- People with sensory impairment
- People with illnesses (including end of life care)
- Adults who are recovering from illness
- Adults with learning difficulties

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The aims of Jessamy Platinum home care for our service users are to:-

- *provide a safe, kind caring, loving and healthy environment where individuals can thrive and develop independence.
- *ensure that each individual is involved in as many aspects of their care as possible
- *encourage each individual to 'have a voice' and to make their views and ideas known so that they can be taken on board
- *ensure that each individual is treated as an individual so that they have a clear sense of their own identity.
- *promote and celebrate diversity.
- *provide a wide range of exciting and challenging opportunities that meet the individual needs of the service user.

The objectives for the service users cared for by Jessamy Platinum homecare are that they will:

- *achieve their individual best in terms of their physical, emotional, social development
- *feel that they are part of our extended family, characterised by a warm, kind and person centered values
- *know and understand the platinum or above standard of care they should receive unfailingly from their Jessamy team. They must know that their views are important and that Jessamy Platinum homecare will listen to them
- *understand the role they play in helping their care plans to run effectively.
- *be willing to be effectively supported to challenge themselves to achieve greater levels of independence within the constraints of their care plans.

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Jessamy Platinum Homecare provides:

- **Home Care services to people living in Bolton and the surrounding areas between 08.00 and 22.00 hours.**
- **A sleeping/waking night service between 22.00 and 08.00 hours.**
- **Live-in Care.**

Jessamy Platinum Homecare offers a variety of Home Care services tailored to meet individual needs. These include:

- Personal care and support (including getting up, toileting, bathing, washing and dressing)
- Overnight sleepover stay
- Waking nights
- Sitting and companionship support
- Overseeing and managing medication
- Food/meals preparation
- Shopping/collecting prescriptions and/or pensions
- Paying bills
- Dementia care
- Hospital discharge and support
- Crisis/Emergency care
- Rehabilitation aftercare at home
- Respite care in home
- Live in Care
- Palliative care
- Help with learning, physical and sensory disabilities
- Assisting with Attending Clubs / Day Care Centres
- Attend appointments (GP and/or Hospital etc)

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- Escorted outings (Group/individual trips)
- Administrative tasks / form filling or letter writing
- Light housework
- 24 Hour Live In Care
- Group/individual Holidays
- Personal grooming
- Sports and music activities
- Support in work and to get work
- Support to find work and stay in employment
- Deep cleaning and laundry (extra costs)
- Pet care/dog walking (extra cost)
- Gardening and home repairs (extra cost)
- Check-in Visits

(A skilled care advisor can be there in as little as 2 hours to check in on our service users.)

We will provide care to individuals requiring our services, all of whom will be living and receiving care in their own homes. Our care service is delivered by skilled Healthcare Professionals under the supervision and direction of our Registered Manager who is a highly knowledgeable healthcare practitioner and a social care educator.

Support Objectives

All people who are supported by or work for Jessamy Platinum Homecare and all people who visit will be treated with respect at all times.

- The aim is to offer skilled care to enable people who Jessamy Platinum Homecare support to achieve their optimum state of health and well-being.

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- To uphold the human and citizenship rights of all who are supported or work for Jessamy Platinum Homecare.
- Individual choice and personal decision-making are the right of all Service users and will be supported by all the people who work for Jessamy Platinum Homecare.
- The right of independence will be respected and encouraged for all Service users.
- The individual uniqueness of Service users and visitors will be recognised, and they will be treated with dignity and respect at all times.
- The individual requirement for privacy will be respected at all times and all information relating to individuals will be treated in a confidential manner.
- To recognise the individual need for personal fulfilment and aim to offer individualised programmes of meaningful activity to satisfy the need of our Service user.

Social/Therapeutic Activities

Jessamy Platinum Homecare has a policy of promoting the maintenance of Service users' normal social networks and social activities. The Service User Care Plan includes a facility for recording life history, social networks and contacts as well as the 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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Business Progressive Goals

Turn our employees, service users and candidates into Jessamy Platinum Home Care Ambassadors.

Continue to foster a positive workplace culture that values kindness, love and care.

We will continue to strive to retain our top healthcare professionals.

Establish and develop a robust training academy to cater for all Jessamy

Staffing/Platinum Home care teaching and training needs as we grow.

Efficient Workforce Development Ongoing training is a necessary staffing objective required for ongoing employee development and efficient workplace productivity.

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