

Statement of Purpose

November 2017

J.A.D Direct Ltd is a Domiciliary Care (DCC) agency, established in 2009 and is based at office 34, Nelsons Business Park. Long Lane, Aintree. Liverpool, L9 7BN. Contact number 07930865059, Email - danielle@jaddirect.com. This is the address at which the services, provided for the purpose of the regulated activities are carried out.

Danielle Manley is the organisations Registered Manager (12 Beech Close, Kirkby, Liverpool L32 0SJ). Her qualifications include an NVQ Level 3 and 4 in Health and Social Care, NVQ Registered Managers award and she is enrolled on Level 7 NVQ Diploma in Management. Danielle has over fourteen years experience in the care sector and is supported by two Deputy Managers. Angela Jackson is one of the organisations Deputy Managers and is also the organisations Registered Individual (36 Stanley Road, Maghull, Liverpool L31 5JL). Her qualifications include NVQ level's 2, 3 and 4 in Health and Social Care, NVQ Registered Managers award and she is enrolled on Level 7 NVQ Diploma in Management. Angela has sixteen years experience in the care sector. Penny Kinsella is the organisations second Deputy Manager (41 Manica Crescent, Fazakerley, Liverpool L10 9LZ) Her qualifications include NVQ level 2 in Child Care, NVQ Level 3 in Health and Social Care, SENCO, PTLLs – preparing to teach in the life long learning sector and HABC Level 5 Diploma in Leadership for Health and Social Care (QCF Adult Management) and she has over nine years experience in the care sector.

All staff employed by J.A.D Direct Ltd are subject to an enhanced DBS and all necessary procedures are followed to ensure that all staff are suitable to carry out their job role effectively. These procedures include an in-depth interview with analysis of experience and training. Additional information is also gathered including two written references, medical, diversity and equality questionnaires and employment is offered on suitability for the position. All staff complete a full company induction and are encouraged to attain NVQ training, with 100% of the staff team already qualified to NVQ 2 or above or are enrolled on their NVQ 2 or NVQ 3. In line with regulations that were introduced in 2015, new staff are automatically enrolled onto the Care Certificate. The staff team also participates in mandatory training, including Fire and other emergency procedures along with any other subjects linked to the needs of the Service Users whom we provide care for. Staffing levels are at all times appropriate and adequate for the contracted hours of support needed in line with the individuals assessed needs and their care package, and a member of the management team is on call 24 hours a day to provide assistance and cover if required. J.A.D Direct Ltd provides domiciliary care for adults with Learning/Physical disabilities, mental health needs, sensory impairments and challenging behaviour. Being a Domiciliary Care agency, any nursing needs for Service User's we support will be carried out by another agency whom are registered to do so, for example District Nurses, General Practitioner etc. A full and comprehensive assessment is carried out with each Service User before a contract is offered, to ensure all needs can be met. Qualified staff, usually the Manager and Deputy Manager complete all assessments. All policies and procedures, guidelines, staff training, records and NMDS are updated when required and are in line with CQC guidance.

All Service Users have a comprehensive care plan, which has been devised with the Service User or where appropriate the Service User's representative. These care plans are constantly monitored and reviewed, with changes being implemented, after notifying the Service User and all other necessary individuals/parties.

All Service Users are treated as individuals, with individual needs, and needing individual care with regards to race and cultural background. Religious beliefs are respected, and support can be offered to attend religious services of their choice. Our aim is to promote independence and to ensure that privacy and dignity are maintained. We strive to provide an open, positive and inclusive atmosphere where staff are aware of and understand the need for a Service User to be treated as an individual and with respect.

As an organisation we collaborate with other services/professionals to maximise independence and to ensure the individuals inclusion into their community.

Each Service User is encouraged to play an active role in their care needs and to voice their opinions freely, at regular Keyworker reviews. In addition to these meetings we also hold regular informal relative person meetings, which gives parents, social workers etc, an opportunity to raise any opinions they may have. Formal reviews are carried out annually, and are attended by all relevant parties. We also wish to make all aware of our organisations complaints procedure, which states that all complaints made will be fully investigated and acted upon within 28 days, with all necessary persons being informed of the outcome, in accordance with our complaints procedure displayed within our office, and distributed to all necessary parties.

The premises which J.A.D Direct Ltd operates from, is appropriate, secure and equipped to carry out the day to day running of the company. J.A.D Direct Ltd will ensure the safe guard of all Service User's personal information and where necessary and appropriate, finances and medication, in line with all CQC guidance. The premises complies with all Fire, Health and Safety and Disability regulations and requirements.

J.A.D. Direct Ltd operates an open door policy and staff support Service Users to maintain family links and friendships inside and outside their home environment.

The philosophy of J.A.D Direct Ltd, is to provide domiciliary care in a professional manner, treating each Service User holistically, meeting their needs while protecting their privacy, rights, and dignity; empowering each individual with independence and freedom of choice.