



# Statement of Purpose

The Home 1<sup>st</sup> Reablement Team

CQC Provider Number: 1-101646495

Location Number: 1-121326715

## Introduction

The Home 1<sup>st</sup> Reablement Team is funded by Milton Keynes Council.

The Home 1st Reablement Team aims to provide short-term assessment, therapy led reablement and support to help you to become more independent. We work with you to plan your support to help you get better, and stay better.

People often benefit from reablement after an illness, injury or any other change in their circumstances. It can be particularly helpful for people who would otherwise need to go into hospital. Reablement involves working with you to help you improve your independence and abilities. We provide the support needed to help you recover, rather than just the care needed to look after you. This service can last from just a few days up to a maximum of six weeks but most people only need 2 - 4 weeks support. We provide support in your own home and work with you to help you to remain living there for as long as possible.

We offer services to:

- People aged 18 years old or over.
- People recovering from illness or change in circumstances.
- People who, without immediate help, would be admitted to hospital or a care home.
- People who are registered with a GP in Milton Keynes.

Our services are available 365 days a year. Our Registered Manager is available during office hours and a duty Co-ordinator or other responsible person is available for staff and service users outside normal office hours.

This statement of purpose sets out:

- Our aims.
- The skills of our staff.
- The service we can provide.
- Our quality assurance systems and
- Our process to compliment or complain about the services provided.

## Our Aims

We aim to:

- Offer a person-centred, flexible, high quality personal and practical support service.
- Provide short-term interventions and support to individual people to allow them to continue living in their own homes, as independently as possible.
- Improve the quality of individuals' lives.
- Reduce the impact experienced by individuals as a result of their disability, illness, age or circumstance.

## The objectives of the agency

The Home 1st Reablement Team's key objective is to enhance independence and, as a result, improve the quality of life experienced by individuals who have long and short-term needs as a result of a disability, illness, age or circumstance.

Through reablement, individuals will be helped to become as independent as possible. This will prevent, reduce or delay the need for longer term support.

It is intended that the service will work alongside independent domiciliary agencies as well as in partnership with health services and voluntary organisations. This will help prevent deterioration and admissions to hospital, residential or nursing care. It also recognises the rights of informal carers.

## Philosophy of care

Our staff are committed to the following philosophy of support. They will:

- Respect the individuality of people and protect their independence, dignity and safety.
- Make sure that individuals have access to and receive the full benefit of high- quality support.
- Respect the privacy, personal choices, lifestyle, customs, cultures and values of each individual they provide a service for.
- Involve individuals, carers and their families (if desired by the individual) in planning and developing the support they receive and identifying their desired outcomes.

## Nature of the personal support services we can provide

One of our team will meet you and your carers / family before we begin to provide reablement support.

During this meeting we will look at your needs and whether you are eligible and would benefit from our support. We will work with you to agree a support plan to meet your needs

and complete any risk assessments required. You will be provided with a copy of your support plan and this will be regularly reviewed, including the planning of any support required after the reablement period.

If you need a visit urgently before this meeting can take place, one of our experienced team members will arrange to see you.

You can be reassured that our reablement support workers are trained, supervised and supported to provide quality personal care services for people with a wide range of disabilities and illnesses.

All our staff carry an identification badge. Always ask to see this.

Our staff will make sure that:

- Each individual is valued and has the right to control their own affairs.
- Each individual has control over how they live their life and are supported to make their own decisions and express their wishes and preferences.
- All individuals have equal rights and are entitled to protection against any form of discrimination.

We will agree a personal support plan with you or your carer / family, as appropriate, which may include the following:

### **Basic Tasks**

We provide help with:

- Bathing
- Dressing and undressing
- Mobility
- The provision of meals and fluids
- Going to the toilet and continence care
- Exercise programmes for rehabilitation and development under the instruction of a Physiotherapist or Occupational Therapist
- Administration of prescribed medication both orally and topically
- The identification of social activities to support your wellbeing
- Identifying equipment that will support your independence

Support workers will not carry out tasks that require the skills and expertise of a clinical professional. These tasks include:

- Cutting toenails and fingernails (if there are medical risks)
- Ear syringing
- Removal or replacing urinary catheters
- Bowel evacuations (other than suppositories)
- Bladder washouts
- Injections which involve assembling syringes, administering intravenously, controlled drugs
- Filling oxygen cylinders
- Lifting from the floor without help
- Tracheotomy care

Any nursing care services will be provided by the District Nurse or the Rapid Response Team.

## Our quality assurance systems

We will visit individuals regularly to make sure that our service continues to meet their needs. Co-ordinators will do regular, unplanned 'spot checks' to ensure agreed support is being provided and check with individuals that their needs are being met. The Care Quality Commission will assess our service against specific areas relating to the standard and management of the team.

## Staff qualifications and experience

Our Registered Provider Manager is Milton Keynes Council, Director of Adult Services, Victoria Collins

Our Registered Manager is Mr Ajay Taware.

Ajay is a qualified Occupational Therapist who has 18 years' experience of working with vulnerable adults in the community. Ajay also holds an MBA in Healthcare Management.

[Email: Ajay.Taware@milton-keynes.gov.uk](mailto:Ajay.Taware@milton-keynes.gov.uk)

### **Occupational Therapists**

We have qualified Occupational Therapists (OTs) as part of the team who are able to assist individuals by undertaking more complex assessments and the provision of equipment. The OTs also support in the training of staff and guidance on goal and outcome setting.

### **Reablement Support Workers**

Our Reablement staff have a range of experience in providing reablement to individuals 18 years and above, individuals with a learning disability, mental or physical disability in a range of home settings including, private, council and sheltered.

All our staff undertake a two day induction programme and continue to undertake training specifically designed to meet individuals basic and specialist care needs. Several staff have achieved Diploma Level 2/3 in care and some have specific training relating to caring for people with rehabilitation and mental health needs. A proportion of our co-ordinators across the Reablement Team are Assessors of the Diploma in Care supporting our team through their Diploma training. We help and encourage all of our staff to take formal qualifications.

## Our Compliments and Complaints Procedure

We want to provide a fair service to everyone, whatever their background. Tell us if you think we are not, and we'll try to put it right.

You can phone Home 1st Reablement on 01908 254455.

We have our own detailed policy statement and procedure for receiving compliments and managing and investigating complaints from service users, carers and others. This procedure includes the service user's right to discuss their complaint with the Care Quality Commission who are the regulatory body for Social Care Inspection.

We give all our service users a copy of this in the information folder.

Milton Keynes Council along with our Registered Manager monitors the progress of all complaints. We use this information to improve our services.

We welcome any other suggestions for improving our service. You can contact us at:

Home 1<sup>st</sup> Reablement  
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Whalley Drive  
Bletchley  
Milton Keynes  
MK3 6EN

Tel: 01908 254455