

Quality Statement

Dedicated to the provision of quality care and support

Roster Home Care's prime objective is to enhance the quality of life for people who need of care due to illness, disability, or frailty, in a person-centred way.

The care provided is of a high quality, professional, personal, and practical care tailored to suit the needs of each individual person living in their own home and to assist them to improve their quality of life.

To enable us to provide an excellent service, our Carers carry out mandatory training which is carried out in-house by our Company Trainer, and they also shadow with an experienced member of the team. Once signed off as competent in all areas, only then is the Carer able to carry out care tasks.

However, the Carer will be continually mentored until they complete their induction and, thereafter, supported on a regular basis throughout their career.

Our recruitment process is robust, and is tailored to recruiting candidates who have the same values as our Company values, which are:

- **Transparency-** We communicate open and honestly, keeping clients and family informed and confident in their care
- **Respect-** Valuing each client's dignity, preferences and independence
- **Understanding-** Listening with empathy and supporting each client's unique needs
- **Support-** Providing holistic, compassionate care that enhances daily living
- **Teamwork-** We team up with families, care givers and our local community to provide the best care possible.

Additionally, during the recruitment process, the following is required:

- A minimum of two satisfactory references.
- An enhanced DBS checks.
- Proof of eligibility to work in the UK.
- Screening of Identification documents

We are committed to continuous improvement and have established a Quality Management

System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total

Service User satisfaction and continuous improvement:

- Regular staff meetings and monitoring of Carer and Client feedback
- A Client complaints procedure
- Continual training and development for our employees
- Audits of our internal processes
- Management reviews of audit results, customer feedback and complaints
- Our internal procedures are reviewed regularly

All employees have a responsibility within their own area of work to help ensure that Quality is embedded within the whole of the Company.

The principles of the service we provide are: Dedicated to the provision of quality care and support

- To provide reliable professional care to the highest standard
- To tailor individual support packages (including a Care/Support Plan) to the needs of the person
- To acknowledge the person's privacy, dignity, and independence at all times
- To promote the person's self-esteem and help them maximise their independence and physical well-being
- To actively involve the person and their family and carers in the decision-making process in order to meet their changing in needs
- To ensure the person's personal safety, and the safety and security of their property.

Occasionally Carers may be asked to undertake tasks that are deemed to be specialist. These tasks may be undertaken following appropriate risk assessments and only after specific training by our In-house trainer or external trainer where needed. The Care Worker can also be trained in any procedure before undertaking the tasks with the person by a qualified trainer with the relevant qualification, e.g., occupational therapist, nurse or any other professional body, who will sign a form to indicate the Carer's competence.

These specialist tasks may include:

- Percutaneous endoscopic gastrostomy (PEG) Feeding
- Stoma Care

Also, all Carers receive Dementia care training and can become Dementia Friends, Dignity training is also undertaken where they can become Dignity Champions and receive a Dignity Champion Certificate of Commitment.

Roster Home Care actively encourages the person and their representatives to seek advice and information from senior staff members on matters that they genuinely do not understand. We actively encourage people or their representatives to speak up if they are unhappy with any aspect of the service provided.

In the event of a complaint or concern with the care offered by Roster Choice Home Care, the complaint or concern should be discussed with the Registered Manager, who is available by appointment.

The Manager will respond to a complaint by a written acknowledgement via email or letter within 3 days of the complaint being raised. The Manager will advise of the actions that will be taken and the length of an expected outcome. The Manager will reach an outcome within 28 days.

Our services are audited and evaluated against Fundamental Standards set by the Care Quality Commission who we are regulated and inspected by. We work with Norfolk County Council, and Norfolk and Waveney CCG

Records will be kept in a safe and secure location within the branch so that the standards of Roster Home Care can be evidenced, and which are kept in line with The General Data Protection Regulation 2016/679 (GDPR).