

# **Age Cymru Gwent**

## **Statement of Purpose**

### **Respite Care Service**

Under the Regulation and Inspection of Social Care (Wales) Act 2016

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<p><b>Service Provider</b></p> <p>Age Cymru Gwent</p> <p>124 – 128, High Street, Blackwood. NP12 1AF  Tel: 01633 763330  Email: <a href="mailto:reception@agecymrugwent.org">reception@agecymrugwent.org</a>  Website: <a href="http://www.agecymrugwent.org">www.agecymrugwent.org</a>  Legal entity: Charitable Incorporated Organisation (RCN 1155903)</p>
<p><b>Service Contact Details</b></p> <p>Age Cymru Gwent Respite Care Service</p> <p>124 – 128 High Street  Blackwood  NP12 1AF  Tel: 01633 740013  Email: <a href="mailto:respite@agecymrugwent.org">respite@agecymrugwent.org</a></p> <p><b>Responsible Individual:</b> Gail Gordon  <b>Registered Manager:</b> Clare Johnson</p>
<p><b>Geographical Area Covered</b></p> <p>The service can cover the geographical footprint of the Gwent Regional Partnership Board. At present the service predominantly covers the area of Monmouthshire and Newport.</p>
<p><b>Aims and Objectives of the Service</b></p> <p>The Age Cymru Gwent Respite Care Service enables people who are unpaid carers to take essential breaks from their full-time caring role to improve their health and wellbeing. It enables them to socialise, work or pursue interests or educational aspirations, or take a welcome rest while our staff look after those that they care for. The service aims to improve the physical and mental health of both carer and cared for and prevent potential crisis situations.</p> <p>Our service is founded on a personal approach where individuals receive a quality service within their own homes tailored to their specific needs. We strive to collaborate with individuals, their families and relatives and make a positive difference to the lives of everyone involved.</p> <p>The service primarily supports carers over the age of eighteen and the cared for from age 50 plus.</p> <p>Our care workers conduct basic personal care and manual handling. They aim to promote independence and supply emotional and monitoring support to meet the needs of our service users. Care packages are flexible and designed to meet the specific respite needs of the carer. We do not administer medication as part of this service or offer double-handling care.</p>
<p><b>Service Capacity</b></p> <p>The service currently has a maximum capacity of forty service users at any one time, for Respite Care, offering around 3,500 hours of Respite Care support each year.</p> <p>Age Cymru Gwent will be looking to expand its offering in the near future at a manageable rate with a view to recruiting additional contracted staff to cover new service users in the other areas of Gwent and for emergency cover.</p>

## Staffing Structure

### **Responsible Individual:** Gail Gordon

Gail is the Chief Operating Officer for Age Cymru Gwent and has overall responsibility for the organisation's operations and contract services. She has worked for the organisation since 2005 and has extensive leadership experience and knowledge of delivering effective, quality services for older people. A visionary with the ability to manage innovation, she is committed to ensuring that our services adapt to meet the changing needs of older people. Gail has NVQ Level 3 & 4 Qualifications in Leadership & Management.

### **Registered Manager:** Clare Johnson

Clare is the Social Care Manager for Age Cymru Gwent with over 20 years of experience in management within the Organisation. Clare started as a care worker within Respite in 2002 and has subsequently worked her way up to the position that she now holds, gaining valuable experience from in a variety of areas. Clare has 6 years of practice in overseeing the Respite Care Service and has achieved Level 4 NVQ in Leadership and Management for Care Services.

### **Staff**

The Organisation has a robust recruitment process with all staff recruited subject to strict onboarding procedures that require two suitable references, confirmation of the right to work in the UK and an enhanced Disclosure and Barring check. Staff are recruited based on their knowledge, suitability to conduct the tasks required by the service and experience within the Social Care sector. We additionally require a strong belief and vision of the organisational values and principles which are key to the support we provide for older people. This includes provision of a high standard of care, which embraces dignity and equality.

All staff are registered with Social Care Wales and are required to conduct Social Care Induction training. The Organisation has a baseline requirement for all its Care Workers to hold QCF Level 2 regardless of whether personal care is provided.

The Service has the support of an experienced Assessment Officer to ensure that all paperwork and administration is completed to a high standard and our service users receive effective customer support and communication.

All staff receive formal supervision with their Line Manager every 8 – 12 weeks and additional support through regular 1 to 1s and team meetings.

### **Management Support**

In addition to the above posts, we have the following management support teams in place:

- Chief Executive Officer
- Head of Operations
- Head of People
- Head of Finance.

### **Staff Training**

The Organisation has a comprehensive programme of training for staff to recognise the value of learning and development of competencies to deliver a high-quality service. We have a mixture of in-house training, e-learning, and access to external training for specialised training and NVQ/QCF qualifications.

All new staff receive Organisational Induction Training and are subject to a 6-month review period.

### Mandatory Training for our Care Workers:

QCF Level 2 – Health & Social Care

Food Hygiene, First Aid, Personal Care, Manual Handling, Infection Control, Lone Worker Safety, Dementia Awareness and Safeguarding.

### Organisational Training:

Organisation Induction, Personal and Professional Boundaries, Communication in Care, Coronavirus Awareness, Equality & Diversity, Unconscious Bias for Employees, Mental Health, Dementia and Learning Disabilities in Care, Person Centred Care, Fluids and Nutrition in Care, Anti-Bribery, Risk Assessment, Slips, Trips and Falls, Stress Awareness, Accident Reporting, Assessing Mental Capacity, GDPR Essentials, Duty of Care, Disability Awareness and Inclusion and Time Management.

### Personal Development:

Challenging Behaviour, Drug and Alcohol Awareness and Emotional Intelligence.

This list is not exhaustive, and training is secured for any additional specific needs identified. Training is updated annually or three yearly as required by the course requirements.

## **Service Referral and Delivery**

Referrals to Age Cymru Gwent can be made by telephone, letter, or email.

On receipt of a new referral a member of our Team will contact the Carer to discuss requirements and advise on availability for the service. Funded placements agreed by Health Boards and Local Authorities may be limited. Carers have an option to pay for respite care packages themselves and details can be provided on the relevant costs.

Care packages are flexible and designed to meet the specific needs of the Carer and Cared for. The service can be provided on a regular basis or ad hoc for specific occasions. Sits can vary in length but are predominantly between 3 and 12 hours.

Where resources allow, we can offer urgent respite cover, assessed, and delivered within 48 hours.

As standard the Assessment Officer makes an appointment to visit service users in their own home to understand the individual's situation, highlight any risks or issues of concern and complete a detailed care plan for an appropriate package of care. Details of service users' diverse needs and requirements will be recorded to ensure that we respect the person's chosen lifestyle, build support around their skills and abilities, and promote empowerment to remain as independent as possible. Specific records of their individual needs in terms of personal care, mobility restrictions, practical support requirements, religious and social requirements including hobbies and activities will enable us to build a person-centred plan that supports the person during the respite visit. All staff are trained to understand the needs of service users with conditions such as Dementia or Parkinson's disease and provide care and support accordingly.

Care plans are developed with service users and their representatives and continually updated with changing needs. Plans are reviewed as and when required, but at least every three

months once support commences. This is done in conjunction with the service user, Assessment Officer, and Care Worker.

Service users are required to complete and sign a consent form to comply with GDPR and a contract of service that will confirm the arrangements and expectations with the service provision. Contracts of service will depend upon the funding arrangements with individuals.

Service users will be assigned an appropriate named Care Worker who will be identifiable by their photographic ID card. They will carry with them any PPE that is required to undertake any personal care duties identified.

Service users will be issued with a guide containing contact information, detailed information about the Respite Care Service, a copy of the latest care plan, daily diary sheets and additional information regarding other services available from Age Cymru Gwent and related organisations.

### Cancellation / Withdrawal of Service

If a visit needs to be cancelled by the service user other than in an emergency, we will require 24 hours' notice. Certain charges may still apply if the appropriate notice is not provided, but this will be detailed in any contract that is signed. The service user is at liberty to cancel service in its entirety at any time. In this case, we ask for one week's notice where possible.

We will endeavour to provide a consistent service, but there are occasions where a change in Care Worker may be necessary. Examples of this could be where our staff are undertaking training, on holiday or unable to work due to illness. There may also be a situation where user requirements change, and the existing Care Worker does not have the specialist training to meet those changing needs. If such a situation occurs, the service user will always be consulted in advance and involved in the decision.

Age Cymru Gwent has the right to withdraw services where a Care Worker is subject to undue hazard, intimidation, violence, or threat. However, we only exercise this if all other attempts to resolve the issue fail. We are ultimately responsible for the safeguarding, health, and safety of our staff.

### **Governance and Quality Monitoring**

The Social Care Manager (Registered Manager) oversees the delivery of the Respite Care Service with the day-to-day support of the Assessment Officer.

The Responsible Individual engages formally with the Service every 3 months and is also in frequent communication to provide oversight of the management, quality, safety, and effectiveness of the service.

Administration, and communication is conducted daily during delivery hours by the Team to ensure that all information and regulatory requirements for the service are maintained. This is also overseen by the Assessment Officer who schedules visits.

Management and reporting information, diary and time sheets are gathered through our secure cloud-based database and monitored on a regular basis by the Social Care Manager and the Assessment Officer.

Reports are provided to the Responsible Individual on a monthly and quarterly basis to check resources are maximised, ensures value for money, and meets operational principles.

Notification and authorisation of absences are the responsibility of the appropriate line managers. Long term absence of the Responsible Individual or Registered Manager is covered by delegated staff as part of their day-to-day responsibilities and would be notified to Care Inspectorate Wales.

### Ensuring quality

All care provided is monitored closely by the Social Care Manager and Assessment Officer, through care worker reports to ensure it meets the needs of both the carer and the cared for. Any areas of concern identified are brought to the attention of the Registered Manager for these to be addressed. Regular contact is also made with service users via telephone calls and reviews, and feedback is sought on potential improvements to the service. Satisfaction surveys are issued to carers quarterly to ensure the service is meeting standards and service user expectations.

The Responsible Individual completes a quality-of-care review as necessary, but at least every 6 months, to assess and improve the quality of care and outcomes for the people using the service. This is a statutory requirement under Regulation 80 of the Regulation and inspection of Social Care (Wales) Act 2016.

This informed by the outcomes of the quarterly meetings under Regulation 73 at which the Responsible Individual:

- a) meets with members of staff who are employed to provide a regulated service at, from or in relation to each place in respect of which the responsible individual is designated, and
- b) meets with individuals for whom a regulated service is being provided at, from or in relation to each such place.

A quality-of-care review report is completed, which highlights the views of those consulted and puts measures in place for improvements of the service as identified.

A statement of compliance with the requirements as to the standard of care and support is completed annually by the Responsible Individual as set out in Regulation 81 of the Act. This takes account of the outcomes identified within the latest quality of care reviews.

### **Safeguarding**

Age Cymru Gwent is committed to protecting adults and children from abuse. We have a comprehensive Safeguarding Policy which outlines the process and actions that staff need to undertake if they have any concerns.

All staff receive organisational safeguarding awareness training as well as Safeguarding Adults Level 2 as a baseline standard.

Staff are encouraged to speak to a senior member of staff or their Line Manager if they have any concerns regarding the policy and procedures relating to the protection of vulnerable adults.

Safeguarding remains a standard agenda item during supervisions and team meetings.

### **Policies and Procedures**

Age Cymru Gwent has a comprehensive portfolio of Organisational Policies and Procedures which are reviewed on a regular basis.

Staff are made aware of all Policies and Procedures and are required to sign confirming that they have read and understood them. They are readily available to all staff online or in hard copy version where requested.

Written policies are in place to protect both service users and care workers. For example: Working with Service Users, Health and Safety policy covering Risk Assessments and Lone Working, Safeguarding, General Data Protection Regulation 2018 (GDPR), Infection Control - including Covid-19, Equality, Diversity and Dignity at Work, No Smoking and Whistleblowing.

#### Storage of Information Policy and Procedure

As part of the Registered Service that we offer, Age Cymru Gwent stores information about service users. We may also need to contact and disclose information to other Organisations. Subject to General Data Protection Regulations (GDPR) we must obtain user consent for this. Information is stored via our secure database system. Information held in paper files where required will be stored securely in locked cabinets. All information held will only be accessible by authorised staff members.

If information is required to be viewed by Funders such as Health Boards or Local Authorities, then service users will need to sign consent for this to be undertaken. Additionally, as a Registered Service we will be audited from time to time by Care Inspectorate Wales (CIW). We will require consent from service users for their case notes and information to be shared with CIW Inspectors.

#### **Insurance Cover**

Age Cymru Gwent has comprehensive Insurance cover in place, which provides the following levels of cover:

- Employers Liability Cover - £10,000,000
- Public Liability Cover - £10,000,000
- Professional Indemnity Cover - £2,500,000
- Cyber Cover - £500,000
- Malpractice Cover - £2,000,000

#### **Compliments, Complaints and Concerns**

Our primary aim is to deliver an appropriate and excellent quality service for our service users. We welcome any compliments, comments, or concerns about our service or how we can improve it. This can be done in writing, face-to-face or over the telephone.

Our service users have the right to expect from the organisation's staff a courteous resolution of misunderstandings and a prompt, helpful approach in dealing with complaints and solving problems.

Age Cymru Gwent has a written complaints procedure involving a staged approach to the resolution of complaints, where complainants may appeal to the Chief Operations Officer, Head of People and Chief Executive Officer of the Charity.

Written complaints will be acknowledged on receipt and dealt with within 28 days. The complainant will be informed of the outcome in writing. The full policy is available on request to the Respite Service.

In the case of domiciliary care services, all service users are advised of their right to complain to Care Inspectorate Wales, who may be contacted at:

Rhydycar Business Park

Merthyr Tydfil

CF48 1UZ.

Tel: 0300 7900 126.

E-mail [ciw@gov.wales](mailto:ciw@gov.wales)

In the case that the issue is still not satisfactorily resolved, service users can complain to:

The Public Services Ombudsman for Wales

1 Ffordd yr Hen Gae


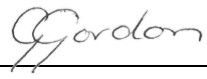
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CF35 5LJ

0300 790 0203

Email: [ask@ombudsman.wales](mailto:ask@ombudsman.wales)

Website: [www.ombudsman.wales](http://www.ombudsman.wales)

Issue Date	Revision Date Due	Revised	Updates	RI Signature
March 2024	March 2025	March 2025	None	
April 2025	April 2026	April 2026	None	
April 2026	April 2027			