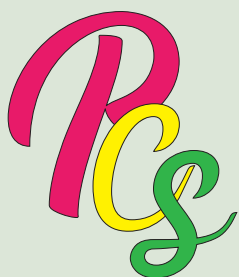


PERSONALIZED CARE SERVICES

WHO WE ARE



PROVIDING REAL LIFE
OPPORTUNITIES FOR ADULTS
WITH COMPLEX HEALTH
SOCIAL CARE NEEDS
AND HOMECARE
FOR THE ELDERLY



CQC Registered



PERSONALIZED CARE SERVICES

PROVIDING REAL LIFE OPPORTUNITIES FOR ADULTS WITH COMPLEX HEALTH AND SOCIAL CARE NEEDS AND HOMECARE FOR THE ELDERLY

Our Philosophy

Every person with complex health, social and physical care needs has the potential and ability for personal development, reablement, and has the right to a meaningful and rewarding life in their own community.

We aim to: Provide services

- With dignity and respect for everyone
- Offer a personalized service to every person
- Assist everyone to maintain and develop maximum independence
- Create opportunities for a full and rewarding life.



Passionate and committed to improving lives of people with complex health and social care needs.

WHO ARE PERSONALIZED CARE SERVICES

Personalized Care Services exclusively provides Care & Support for people with complex health and social care needs in Keighley and the wider Yorkshire area. Our vision is to offer 24 hour support for the elderly, people with complex health and social care needs, Dementia, Autism spectrum disorders, Asperger's Syndrome and people with a Dual Diagnosis (Learning Disabilities and/or Functional Mental Health) who have experienced difficulties settling into a community based environment in the past. With our vast experience and expertise we aim to provide homework and support to enable people to gain the skills and confidence to become part of their community in which the elderly, and people with complex health and social care needs live and feel both valued and respected.

Personalized Care Services will support the elderly who require extra support to live independently in their own homes. This extra support might take the form of support with household tasks or personal care, or any other activity that the person would find difficult on their own. Supporting people to live active lives.

We provide support in a way that best suits each individual, whether that's support around the clock, or by dropping in to support with specific tasks, like washing and cleaning. Our model of support is to deliver care that empowers individuals. We will work closely with people to find out what they want to do, providing tailored support to assist them to do it. This means supporting people to do things themselves, rather than doing it for them - we know this leads to increased independence, engagement, and more control.

Personalized Care Services believes in the need to promote and create valued social roles for people with complex health and social care needs. We aim to develop opportunities for people to become active members of their local community, to enable them to develop new skills, enjoy new experiences, and build greater confidence and self-esteem. Our contribution will be to enable people with complex health and social care needs to develop new, and maintain existing friendships, promote supported adult learning; leisure/recreational opportunities with a person centred approach, and create new opportunities for people to build extensive contacts in their local community. Evening and weekend time will be spent accessing local amenities swimming pools, sports Centre's, cinemas, horse riding, bowling alleys etc. We aim also to support residents with learning disabilities to frequent the local night scene in and around the Bradford district. We will strive to offer a choice of opportunities for people who wish to spend their leisure/recreational time experiencing a number of different activities.

Our daytime opportunities will make full use of mainstream facilities, supported employment, volunteer work, adult learning and other meaningful day time opportunities within the wider community where people can feel valued and respected participants.

Quality time may also be spent enjoying the company of a particular individual or group. The activities within relationships will depend entirely on individual needs choices and abilities of all friends and partners. They will be designed to complement each other.

PCS will support people progress through a clear pathway to greater independence. As people increase their skills with our tailored support we will work towards individual's goals and aspiration, reflecting their current needs, providing focused staff support towards maintaining and enhancing greater independence. We will support individuals towards increased community participation, through natural community support networks, education, leisure, recreation and social events.

Personalized Care Services will enable people to live full active lives in their local communities, by providing the appropriate level of support in a person centred manner.

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STATEMENT OF PURPOSE

We aim to provide high quality personalized support for adults and people with learning/physical disabilities living in a community setting.

We aim to create an environment where individuals are free to express themselves, make choices, and to build upon skills for independence in all aspects of their lives, feeling safe and supported whilst doing so.

All individuals will receive care that is suited to their level of need and requirement, in every aspect of their life. We will provide support for people in a holistic person centred way.

We aim to enhance the lives of our Service Users by supporting people to maintain and make new friendships. We will give confidence to our Service Users to access and make links within their local communities and surrounding areas through taking part in educational, social, recreation and leisure activities.



***Recognising and
celebrating the
uniqueness of
every individual***

Support in your own home

PCS supports people develop through a clear pathway to independence and maintain current level of independence. As people increase their skills with our tailored support we offer further opportunities for greater independence:

- A Person Centred plan working towards individual's goals and aspiration.
- Support with personal care, household tasks that the person finds difficult on their own.
- Support with hairdresser appointments.
- Support with all health care services, such as chiropodist, dentist, opticians - in line with individual needs.
- Receive tailored staff support reflecting their current needs, shopping or other tasks
- Staff support focused towards maintaining and enhancing greater independence.
- Support individuals to increased community participation, through natural community support networks, work, volunteering, education, leisure, recreation and social events.
- Support towards becoming a valued member of their local community.

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Home care

Personalized support or/and clear pathway to enablement

- Create a safe environment for people where each individual feels respected and valued
- Person centered support towards enabling maximum creativity and comfort.
- Supported to maintain and develop independent living skills.
- We will support you to maintain your desired lifestyle.
- Increased involvement of individual and family members in the planning and delivering of services.

We will strive at all times to maintain a high level of contact with every person. We will always endeavour to enhance our daily contact with people recognizing this as our mark of providing good quality support.



Day Opportunities

Our day time support will make full use of mainstream facilities, supported employment, volunteer work, adult learning and other meaningful day time occupation within the wider community where people with complex health, social and physical care needs, and the elderly can feel valued as respected participants.

Building skills

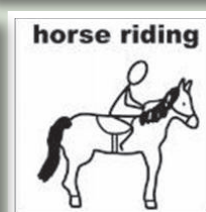
Endeavour to work towards greater independence

Recreation/Leisure

Create opportunities to enjoy new experiences and thus develop greater confidence and self esteem

Evening nights out

Increased community involvement of people with learning disabilities and complex needs is promoted when they are seen as individuals using mainstream facilities along side other members of the public.



Providing real opportunities for building new contacts in the local community.

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Staff

Our staff are always there to provide you with the highest level of support with all aspects of home care, daily living, including supporting you towards, increased independence and the promotion of self-advocacy.

Regular training and supervision is provided to all our staff in order to ensure a high level of service is always maintained.



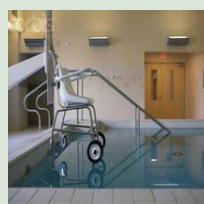
You have the right to:

- Receive assistance from polite and helpful staff
- Be treated with respect as an individual
- Be treated equally and fairly
- Be consulted and enabled to make decisions and choices about the way your service is planned and delivered
- Be respected for any cultural and/or religious beliefs you may have
- Your confidentiality being respected at all times

Maintain your independence when undertaking daily tasks and activities with the appropriate support should you need it.



Travel training



Working with physio and occupational therapists



Supporting religious and cultural needs



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OUR VALUES

Every person with a complex health and social care needs and the elderly have the potential and ability for personal development and have the right to a meaningful and rewarding life in their community. Personalized Care Services is dedicated to providing the highest level of care to people with Complex Health and Social Care needs and the Elderly, in the Keighley District and its surrounding areas. Personalized Care Services believes in the need to promote and create valued social roles in the community for people with complex needs and homecare for the elderly. People will be provided with the appropriate level of support to have greater access to mainstream community facilities.

Therefore our aims and objectives are to:

- Support people to develop new, and maintaining existing friendships .
- Promote further learning in educational and community based settings .
- Support and train people to make full use of all forms of public transport .
- Support people to engage in a meaningful day time occupation - supported employment or other day time opportunities .
- Support people to fully contribute their skills and abilities to their respective communities .
- Provide opportunities to build new contacts in their local communities .
- Provide a safe environment where people will be respected as individuals .
- Support and listen and encourage them to express their needs and wants,
- Endeavour to work towards greater independence for everyone .
- Support people to achieve their aspirations .
- Create opportunities for people to develop new skills, enjoy new experiences, and thus develop greater confidence and self-esteem.

Personalized Care Services through the increased involvement of people who access our service in the community aims to improve the public knowledge about people with complex health and social care needs, and reduce the difference and occasional hostility that can sometimes be shown towards people with complex needs.

Community involvement of people with complex health and social care needs is promoted when they are seen as individuals, who use mainstream facilities alongside other community members.

QUALITY STATEMENT

Personalized Care Services staff team will strive at all times to maintain a high level of contact with people who access our service. We will always endeavour to enhance our daily contact with people, recognizing this as our mark of quality.

OUR STAFF

The staff team are there to provide you with the highest level of support with all aspects of daily living, including supporting you towards increased independence and the promotion of self-advocacy.

Regular supervision, annual appraisal, and regular training is provided to all our staff in order to ensure a high level of service is always maintained.

A list of our staff team, staff training/qualifications are available on request.

EQUAL OPPORTUNITY POLICY

We believe in the right for every individual to actively participate in society and to have equal opportunity to achieve their potential.

We believe in the inherent worth and right of each individual to contribute and receive support from society.

Therefore individuals are entitled to:

- Respect on their own merit
- Have their needs recognized and met within society
- Pursue the quality and course of life of their own choice.
- Make informed decisions and to seek appropriate representation.
- Offer and obtain mutual support.

Personalized Care Services believes it is important that, to be proactive in reducing unfair discrimination in society, it should seek to eliminate any such practices within our organisation.

We will therefore pursue a policy of equal opportunity in tendering for care packages, in employment of staff, in recruitment of volunteers, its activities and services, for every person, regardless of ethnic origin, race, sexual orientation, gender, disability, age or any other factor which may have the effect of unfair discrimination.

The Director will be responsible for implementing this policy in conjunction with the management team, with the advice and assistance of the broadest possible constituency.

The Policy shall be annually reviewed.



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CONFIDENTIALITY

1. Confidentiality Statement

The aim of confidential information security is to protect people who access our service and the organisations information, assets, from a wide range of threats whether internal or external, deliberate or accidental, in order to ensure and minimize the impact of adverse effects on our service users, staff and the company.

2. Purpose

The objectives are to preserve:

- Confidentiality - Access to data shall be confined to those with appropriate authority and on a need to know criteria.
- Integrity - Information shall be complete and accurate. All systems, assets and networks shall operate correctly, according to specifications.
- Availability - Information shall be available and delivered to the right person, at the time when it is needed and in the relevant format.

The aim is to establish and maintain the security and confidentiality of information, information systems, applications and networks owned or held by Personalized Care Services:

- Ensuring that all staff are aware of and fully comply with the relevant legislation.
- Information includes data printed out or written on paper, stored on computers, transmitted across networks, sent by fax, stored on tapes, disks or spoken in conversation during meetings or in any other context and over the telephone.
- To introduce a consistent approach to confidentiality security ensuring that all employees and members fully understand their responsibilities.
- Creating and maintaining within the organization a level of awareness of the need for confidential Information Security as an integral part of our day to day work.
- Personalized Care Services will protect confidential information and assets of its Service Users and the company under the control of staff.

COMPLAINTS PROCEDURE

You can make suggestions or make a complaint. Your views and suggestions are very important to us. We take very seriously and see as important what you say to us.

If you feel you are unhappy about the support you receive or you feel you have been unfairly treated, you can make a complaint. All complaints are taken seriously and treated in confidence.

If you would like, a friend, family member or advocate can write to us, speak on your behalf, or accompany you at every stage of the complaint. People who use Personalized Care Services have the right to do this

How to Complain

Stage 1 - Inform your Keyworker, any other member of staff or the manager that you are unhappy with the service you receive or a decision that has been made. They will try to sort the problem out on your behalf.

Stage 2 - If you are unhappy and unsatisfied with the result, complete a complaints form asking a staff member to support you. Our Director will ask a manager to contact you to investigate and ask you more about the complaint and establish how you would like it to be sorted out. We will acknowledge your written complaint within 3 days and in most cases. We will then write to you when the complaint has been dealt with to let you know what had been found out during the investigation. We will normally write to inform you in 28 days, although in most cases we will always endeavour to write as soon as is possible about the final outcome and what Personalized Care Services will do about it.

Stage 3 - The director will write to you to ask if you are happy with the outcome. If you are unsatisfied, we will arrange for your complaint to be heard by the director. The meeting will be arranged so you can attend with support and representation as you choose appropriate. You can choose other ways to complain. You can contact a family member; care manager, friend, a local councillor or your local MP.





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