

Nursefinders Ltd

72 Lemon Street , Truro , TR1 2PN

Phone: 01872 270999, Fax: 01872 276999

Updated: 08/01/2014

CQC Outcomes: 1,4,7,15,16

AR23 - Statement of Purpose

NURSEFINDERS

Statement of Purpose

**Nursefinders Ltd
72 Lemon Street
Truro
TR1 2PN**

Tel: 01872 270999

AR23 - Statement of Purpose

Nursefinders Ltd's Statements of Purpose

Nursefinders operates as a Nurse Agency to institutions, organisations and private individual clients who require the services of Registered Nurses, Health and Social Care Assistants and Support Workers. Nursefinders was established in 1997 and has over 120 staff members presently, operating solely throughout Cornwall.

AIMS & OBJECTIVES OF Nursefinders Ltd

- To ensure that all care and support is delivered in accordance with the requirements of the client by offering skilled care to enable individuals to achieve their optimum state of health and well-being.
- .To recognise the individual uniqueness of all clients, and treat them with dignity and respect at all times, supporting their own choices and personal decision making as well as their privacy.
- To promote equality and diversity and act as an inclusive organisation where individual differences are respected, where our staff and clients who use our services as well as their families and carers, are treated with dignity and on the basis of their merits, abilities and needs, and where everyone has a fair opportunity to fulfil their potential without suffering discrimination or disadvantage.
- We believe that our service is stronger with input from our clients, the organisations that use us and our staff. We continually seek their feedback through our Quality Assurance system on how we can enhance and improve our services.
- To ensure that all staff are trained to undertake the roles that are expected of them and that they have the prerequisite skills to deal with the job required of them, and where new skills are required, training is sourced and delivered in a timely fashion.
- To ensure Nursefinders are available 24 hours a day in order to successfully meet the needs of our customers and staff.

Staff and Settings

Nursefinders provides Registered Nurses, Care Assistants and Support Workers to Nursing and Residential Homes, Schools and Hospitals, Hospices and Private Hospitals. We also provide staff to individual clients/couples as well as clients with Learning and/or Physical Disabilities, who live in their own homes or those on holiday in Cornwall requiring a bit of extra care and support during their stay.

Details of Registered Provider, Nominated Person and Registered Manager

Registered Provider/Manager:

Name: May Coogan

Address: 72 Lemon Street

Truro

TR1 2PN

Experience: Over 30 years working in the Health and Social Care sector in Cornwall.

Qualifications include:

Diploma in Social Work (DipSW)

NVQ4 Registered Manager Award (RMA)

AR23 - Statement of Purpose

Nominated Person:

Name: Geoffery Christopher Vaughn-Birch
Address: NurseFinders Ltd, 72 Lemon Street
Truro
TR1 2PN

Experience: Founder of Nursefinders

Staff Profile

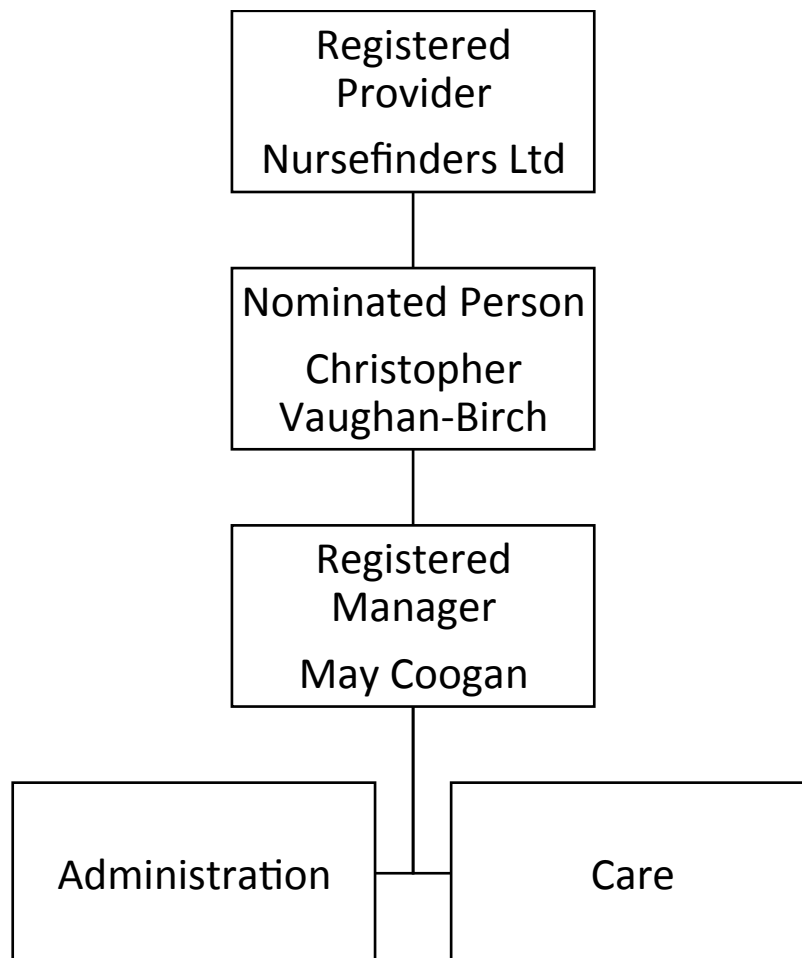
A list of current staff and their qualifications is available on request and in the office. The staff allocated to support you will be chosen in order to match their skills with your needs, and also to minimise traveling distances in order to support good time attendance.

In addition to the direct support staff, the Registered Manager is employed on a full-time basis. In certain circumstances the manager may be included within the staffing levels described. Staffing levels may be changed at the discretion of the Manager if there are particular needs. Nursefinders is also staffed by an out-of-hours team which means you can talk directly to us rather than an answering machine, 24/7. New employees are inducted to the Skills for Care Common Induction Standards within 12 weeks of employment. We manage and train our employees with the aim that all of our carers achieve QCF Diplomas.

All employees receive annual training in health and safety matters such as moving and handling and infection control, as well as Safeguarding Adults, Mental Capacity Act, Medication Administration and a range of other subjects.

AR23 - Statement of Purpose

Organisation of Nursefinders



Description of Our Services and Facilities

Services offered:

The following services are provided by Nursefinders

Long-term conditions services

Community healthcare service

Community-based services for people with a learning disability

Urgent care services

Live-in Care

Care home service with/without nursing

Domiciliary care service

Supported living service

Organisation Support (Nursing and Residential homes placements)

AR23 - Statement of Purpose

The following regulated activities apply to services provided by The Agency:

Personal Care

Nursing

The Agency provides services for the following bands of Service User:

Learning disabilities or autistic spectrum disorder

Older people

Adults

Younger adults

Mental health

Physical disability

Sensory impairment

Dementia

The following Care and Support Services are provided by The Agency:

Alzheimer's

AIDS/HIV

Autism

Cancer Care

Palliative Care

Cerebral Palsy

Epilepsy

Head/Brain Injury

Multiple Sclerosis

Parkinson's Disease

Stroke

Respite Care

Day Care

Independent Living Training

Service User Care Plans are reviewed on an individual basis, according to assessed need, but at least every month.

Making a Complaint and Giving Compliments

We believe that complaints and compliments are a valuable indicator of the quality of our service, and an opportunity to improve that quality. We assure all Service Users that no-one will be victimised for making a complaint, we encourage Service Users to instigate the complaints procedure whenever they feel that this is necessary. We do not wish to confine complaints to major issues. We encourage Service Users to comment when relatively minor matters are a problem to them. It is our policy that all matters which disturb or upset a Service User should be reported, recorded, and corrective action should be taken. Only in that way can we work towards meeting our aim of continuously improving our service.

Our commitment is that:

- All complaints will be taken seriously;
- All complaints will be acted upon with fairness and impartiality;
- You will receive a response within 24 hours of the complaint being made, and a final reply within 28 days;

AR23 - Statement of Purpose

- If the complaint is upheld, you will receive a written apology and appropriate action will be taken to rectify the complaint, and you will be informed of what that action is;
- Service Users are entitled to involve an impartial third party in the complaint procedure if they so wish.

Service Users and their representatives may take their complaints to persons in authority outside The Agency. For Service Users funded all or in part by Social Services or the Clinical Commissioning Group, complaints may in the first instance be directed to them. For privately funded clients, a range of advocacy services are available locally and they will be happy to help you deal with the complaint. In the event of a serious issue and complaint, you should contact the CQC.

Addresses:

Director of Social Services: New County Hall Treyew Rd Truro TR1 3AY Tel: 03001234100	Care Quality Commission: Care Quality Commission (CQC) National Correspondence Citygate, Gallowgate Newcastle upon Tyne NE1 4PA Tel: 03000 616161 Fax: 03000 616171
Local Clinical Commissioning Group: Cornwall & Isles of Scilly PCT Sedgemoor Centre Priory Road St Austell PL25 5AS Tel: 01726 627800	The Local Government Ombudsman PO Box 4771 Coventry. CV4 0EH Tel: 0845 602 1983 or 024 7682 1960 Fax: 024 7682 0001 advice@lgo.org.uk

Advocates

Service Users have the right to access external agents who will act in their interests to help them solve problems, discuss concerns etc. The Registered Manager will be happy to provide information on local advocacy groups and other support networks.

Some of those currently known to us are:

Cornwall Advocacy
Woodbine Farm Business Centre
Truro Business Park
Truro TR3 6BW
Tel: 01872 242478

Age UK Cornwall & Isles of Scilly

01872 266388

AR23 - Statement of Purpose

Other documents

You are invited to review our latest CQC inspection report on the establishment, and the latest summary of Service Users' and Service Users families' views on the Services offered. These are not included in this pack because they rapidly become out of date. A copy of each will be given to you on the service commencement subsequently published on the notice board in The Agency, and copies are available from the manager at any time.

Date:
Details of complaint:
The outcome that you expect:
Your name:
Signed:
Date received:
Received by (sign):