



Carers and Companions

Ilkley Community Enterprise is a registered charity  
Charity number 1151706



Carers and Companions

# **Statement of Purpose**

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**Oświadczenie o celu**

宗旨声明

**Behauptung des Zwecks**

**This document is available in a variety of formats including;  
large print, language, colour scheme, audio and brail**

Address: 54 Skipton Road Ilkley, West Yorkshire, LS29 9EP

Tel: 01943 609484

Email: [carerscompanion@aol.com](mailto:carerscompanion@aol.com)

Website: [www.carersandcompanions.co.uk](http://www.carersandcompanions.co.uk)



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### **Aims and Objectives**

Carers and Companions aim to:

***“Deliver a service of the highest quality that will improve and sustain the quality of life of each of our Service User’s”***

***“Promote the individuality of each of our Service Users”***

### **To achieve our aims we have set the following objectives:**

1. To provide a service that fully satisfies the needs and expectations of individuals in their own homes.
2. To actively seek and value the contribution made by informal carers, families and relevant others in care planning.
3. Develop partnerships and effective joint and integrated working practices
4. To ensure that the service is delivered flexibly, attentively and in a non-discriminatory fashion while respecting each individual’s right to independence, privacy, dignity, fulfilment and the right to make informed choices.
5. To continuously seek ways in which our services can be improved.
6. To develop and retain a team of professional care & support workers who will be able to respond to individuals changing needs.
7. To respond and develop from feedback from our Service Users, their families and relevant others in the care planning.
8. Undertake regular care and risk assessments with Service Users and make amendments to suit individual needs.
9. Protect our Service Users from harm and abuse through having a robust recruitment procedure
10. Managers will visit (in a care or support worker capacity) individuals using the service on a regular basis to monitor and gain feedback
11. Ensure Care and support workers skills and knowledge are up to date through an on-going supervision and training programme.

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### **The location from which the services are provided**

Carers and Companions is a Limited Organisation

Carers and Companions Ltd  
54 Skipton Road,  
Ilkley,  
West Yorkshire  
LS29 9EP

The building comprises of a main office, meeting room, toilet facilities, storage facilities and two training rooms

If you would like to visit our Organisation the building is located on the main road leaving Ilkley towards Skipton. The building has two ground floor access doors that can accommodate wheelchairs and people who may have mobility impairments. A rear entrance is available for wheelchair users to access the lower floors of the building.

### **The service type Carers and Companions provides**

We provide domiciliary care services for people over the age of 18. This service provides personal care for people living in their own homes. The needs of people using the services may vary greatly, but packages of care are designed to meet individual circumstances.

The person is visited at various times of the day or, in some cases, care is provided over a full 24 hour period. Where care is provided intermittently throughout the day, the person may live independently of any continuous support or care between the visits.

### **People the service is provided for**

- Older people
- Adults (over the age of 18)
- People with mental health problems
- People with sensory loss
- People with physical disabilities
- People with learning disabilities



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## **The kinds of services offered by Carers and Companions**

We offer a range of personal, medication, dietary and social support including

### **Personal care**

- Assistance with washing, bathing and showering
- Assistance to dress and undress
- Continence management
- Brushing and cleaning teeth or dentures
- Assistance with grooming such as hair brushing, shaving and application of moisturising creams.

### **Medication**

- Administer medication by specialised techniques including rectal, insulin by injection, Percutaneous Endoscopic Gastrostomy (PEG) following professional instruction and assessment by a healthcare professional.
- Administer medications from a dossett box or medication in original containers
- Assist with medications by opening dossett boxes, packets, bottles for the individual to administer independently
- Remind medication by verbally instructing the individual to administer independently

### **Dietary**

- Prepare food and meals at the individuals house
- Assistance with feeding and drinking



### **Social support**

- Companionship service
- Assistance with planning and shopping

## **The location of services offered by Carers and Companions**

Carers and Companions currently offer services in the following locations:

Addingham, Ilkley, Burley, Menston, Guiseley, Nesfield, Denton and surrounding areas

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### **Care and support workers**

Carers and Companions follow a robust recruitment procedure before employing care and support workers. This involves gaining a full employment history and attending an interview with two Managers/ Care Co-ordinators.

Each care and support worker will have to undergo a Criminal Records Bureau (Disclosure and Barring Service) check, Eligibility to work in the UK check and at least two references prior to working for us.

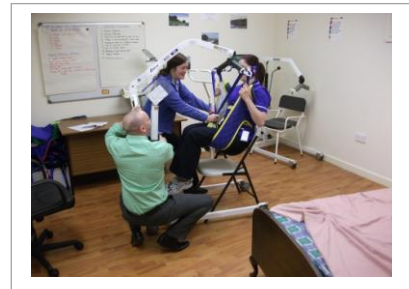
Once satisfactory references are received and Carers and Companions is satisfied that the applicant has relevant experience, the required attitude and is considered suitable they will undergo a mandatory induction training programme.

### **Care and support workers training and Qualifications**

Carers and Companions are committed to lifelong learning and the professional development of each of its employees. We do this through induction training, on-going in house training, distance learning programmes and regular staff supervisions.

Each care and support worker has to undertake a mandatory training induction programme which is designed to give them skills and knowledge to meet a diverse range of Service User's needs. People new to care have to complete the Care Certificate. This includes the following

- Understanding your role and personal development
- Duty of care
- Equality and diversity
- Work in a person centred way
- Communication
- Privacy and dignity
- Fluids and nutrition/ Food hygiene
- Awareness of mental health, dementia and learning disabilities
- Safeguarding adults and children
- Basic life support
- Health and safety/ medications/ moving and handling/ handling emergencies
- Handling information
- Infection prevention and control



Our commitment to lifelong learning for care and support workers is supported by an on-going training programme in specialised subjects and regular supervisions to update skills and knowledge. This includes accredited Diploma levels 2, 3 and 5 in Health and social care.

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### **Carers and Companions Registered Manager**

Carers and Companions have three managers who can be contacted. We pride ourselves on working as part of an equal management structure.



David Edwards , Registered Manager

(B.A. Hons. Education & Training, Level 5 Diploma in Leadership and Management in Health and Social Care, QTLS, Certificate in Education)



Mickala Baker, Care Director.

(Level 5 Diploma in Leadership and Management in Health and Social care)



Sandra Brown, Manager.

(Registered Managers Award, NVQ Level 4 in Health and Social Care)

All of our managers are based at the Ilkley office location and can be contacted via

Telephone number: 01943 609484

Out of hours number: 07867 523671

Email address: [carerscompanion@aol.com](mailto:carerscompanion@aol.com)

Fax number: 01943 602129

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