



# Service User Guide

CONTENTS	
SECTION	PAGE NUMBER
Introduction	3
Mission Statement and Statement of Purpose	3-4
Philosophy of Care	4-5
Services Available	5
Value for Money	5-6
Delivering Quality Care	6
Service User Rights	7
Policies and Procedures	7
Compliments and Complaints	8



## **Introduction**

This document has been created to summarise the key functions and basic information of Aspiring Lives Ltd. This resource is required as part of the regulatory process when registering with CQC and CIW (The regulatory bodies within England and Wales). This document will primarily be a resource for the clients and families whom are in receipt of services or prospective client and families. Staff, potential staff, commissioners, health and social care professionals and relatives, friends and carers may also find this document useful.

Aspiring Lives Ltd is an organisation that was established in 2018 to deliver high quality person centred care for adults with learning disabilities. The company was established when it was evident that there were providers in the health and social care market economy that were not focussing upon quality of provision or investing in staff development. To ensure that these were prioritised within Aspiring Lives Ltd, the very foundation of the organisation was founded based upon these two principles.

### **Aspiring Lives Mission Statement:**

Aspiring Lives Ltd strives enthusiastically to make a positive difference to the lives of people with learning disabilities through the provision of person centred, quality support within their own home and in the wider community. We aim to commit to sustaining and improving the quality of support through developing a robust recruitment process, establishing and maintaining a positive and inclusive working environment and culture that attracts, motivates, develops and retains each team member.

Aspiring Lives Ltd acknowledges that working in care is much more than a career and is a philosophy and an active choice for staff and colleagues. As such Aspiring Lives Ltd will invest in the staff through the development of in-house training opportunities. To achieve this Aspiring Lives Ltd will work closely with other professional organisations to ensure that these philosophies and standards are achieved and maintained.

### **Statement of Purpose**

Please see Aspiring Lives Ltd full Statement of Purpose for registered addresses and individuals within the organisation along with the client group and whom the services are available for.

Aims of Aspiring Lives Ltd:

- To provide quality and bespoke support to adults with learning disabilities in their home.

- To work with reputable housing associations and providers to ensure good quality housing is available to our clients in their chosen area.
- To support and encourage our clients to live a full and independent life as part of the community.
- To operate a robust recruitment policy ensure Aspiring Lives Ltd recruit quality support and genuinely caring people who want to make a difference in people's lives.
- To invest in staff with ongoing quality training and to financially invest in our staff with a rewarding pay structure and clear progression pathways
- To ensure that clients will each receive person centred and individualised care that promotes their individual choices and rights.

### **Philosophy of Care**

Aspiring Lives Ltd is committed to delivering a high standard of person centred care to each individual that is supported by ourselves. To achieve this, the following will be implemented:

- All clients needs will be appropriately assessed by an experienced care manager to ensure that all of the clients needs are documented and will be met in a person centred way.
- All clients will be actively involved in decisions around their care and will have the opportunity to choose and be involved within the care planning process at all stages.
- Aspiring Lives Ltd will recognise the importance of family members and relatives throughout the care planning process and will be actively involved in the decision making process and implementation of care. Family members will be viewed as partners in the delivery of care and we will strive to be as inclusive, transparent and honest with family members to help build trust and effective positive relationships.
- All clients will have their rights and dignity and privacy protected. Each individual will have their rights respected and valued. Appropriate governance policies will ensure that client confidentiality will be protected and maintained.
- Each client will be recognised as individual and unique and as such the organisation will support and promote the equality and diversity agenda.
- Each client will have their individual beliefs and values respected.
- Each client will be supported and empowered and enabled to enjoy a full life as an active part of the community and any care package will seek to promote a full and an independent life as possible.
- Aspiring Lives Ltd acknowledge that to deliver these philosophies the right support must be in place to deliver the high quality person centred care.

- Aspiring Lives Ltd strives to deliver the best care possible to each individual and through robust recruitment and investment in staff. This will create a quality led culture and high expectations of care delivery will be anticipated by managers.
- Each staff member must be recruited on their values and experience to ensure only the best support workers and staff team are in place.
- Aspiring Lives Ltd will invest and encourage and incentives support workers and managers to ensure that these philosophies are endorsed and embedded throughout the organisation. This will help facilitate and develop and embrace a positive and progressive culture throughout the organisation.
- Staff development and progression will be a fundamental aspect of the organisation.
- It is envisaged that the organisation will grow and develop, however the organisation is to grow with its clients, families and staff at the heart of any growth and investment will ensure that quality is maintained.

### **Aspiring Lives Ltd Services**

It is envisaged that Aspiring Lives Ltd will deliver domiciliary care in a clients own home. This will be supported living and this can be provided 24 hrs a day, 7 days a week and 365 days a year. Aspiring Lives Ltd will ensure that the services are holistic and person centred and the organisation will work closely with commissioners, family members and members of the multi-disciplinary team to ensure that the services are appropriate for each individual. The following services will be provided within the package of care:

#### Daily Living Skills

- Support with eating and drinking
- Support or supervision of medication administration
- Assistance with meal preparation and shopping
- Support with maintain privacy and dignity
- Assistance with maintaining a clean and tidy living space
- Support with washing clothes and bedding etc
- Support with personal hygiene needs
- Support with maintain healthy relationships
- Assistance with implementing an active life in the community
- Financial and budgeting support

### **Value for Money**

Aspiring Lives Ltd will work closely with commissioners to ensure that value for money is achieved. We will work in a transparent and open and honest way communicating with our



partners and external agencies with regard the cost of provision. We aim to deliver quality services at good value for the taxpayer. Aspiring Lives Ltd recognises that Local Authorities and Clinical Commissioning Groups will be the significant commissioners of the organisation and we aim to negotiate cost of the package within the framework and budget rate. Private packages of care can be negotiated and these will be considered on an individual basis.

### **Delivering Quality Care**

As mentioned throughout the Statement of Purpose and the Service User Guide quality is a theme that we believe strongly needs to be prioritised. Aspiring Lives Ltd will be a brand that it is hoped commissioners, clients and families and staff can recognise instantly within the health and social care provider market as the quality of care will stand out from other providers. We will ensure and maintain quality standards throughout the organisation through a variety of mechanisms described below:

#### **1) Effective Audit and Internal Governance and Inspection**

Aspiring Lives Ltd will ensure that services are benchmarked with other services to ensure a minimum of good to outstanding care will be provided by the support staff. Aspiring Lives Ltd will audit all services regularly against CCSIW and CQC standards to ensure internal managers are delivering safe and effective and quality care.

#### **2) Recruitment and Retention of Managers and Good Support Staff**

A robust recruitment process will be in place to ensure that only the best candidates are recruited. It is envisaged that through prioritising pay and an appropriate reward/incentive scheme Aspiring Lives Ltd will attract the best candidates locally and regionally. Significant investment will also ensure that appropriate training and staff development is available to motivate and reward staff through appropriate career progression pathways. Regular supervision will also be mandatory for all staff throughout the organisation.

#### **3) Effective communication with the Multi-disciplinary Team and Families**

Aspiring Lives Ltd understands that working in partnership with professionals and families is the only way to ensure a holistic approach to care is achieved. As such we will promote a culture that engage our partners and involve our partners in any opportunities to involve them around the clients care needs. Active communication will be promoted with the families of the clients that we support and we welcome feedback and contribution from clients, families and professionals so that we can work together to improve the care that we provide.

#### 4) Implementation of appropriate policy and procedures

As a care organisation it is essential that robust policies and procedures are in place to protect the client, the staff and the organisation. These policies and procedures will enhance the care experience for the client whilst also providing a mechanism for the staff to feel safe to provide good quality care. Managers will ensure that the policies and procedures are implemented throughout the organisation.

#### **Service User Rights**

The Equality and Human Rights Commission (2018) define human rights as the basic rights and freedoms that belong to every person in the world, from birth until death. They apply regardless of where you are from, what you believe or how you choose to live your life. They can never be taken away, although they can sometimes be restricted – for example if a person breaks the law, or in the interests of national security.

These basic rights are based on values like dignity, fairness, equality, respect and independence. But human rights are not just abstract concepts – they are defined and protected by law. In Britain our human rights are protected by the Human Rights Act 1998.

Aspiring Lives Ltd prioritises the rights of their clients through empowering the clients to lead full and active lives within the community and ensuring that their human rights are maintained through this process.

#### **Policies and Procedures**

It is envisaged that Aspiring Lives Ltd will need to resolve many internal issues for our clients and families and staff within the organisations. Effective policy and procedure implementation is necessary to consistently ensure that best practice occurs and that lessons are learnt from different scenarios and issues that evolve. Arrangements can be made upon request, for copies of our policies and procedures to be provided to our clients and families, professionals and commissioners whom we work with. These can be presented in a tailored format if required and could be in Braille or large print etc.



## **Compliments and Complaints**

Aspiring Lives Ltd welcomes feedback from our clients and their families, whether these are complaints, compliments or suggestions on how to improve our services. We are always striving to improve our services and we see this as invaluable method of driving up the quality of care that we provide. Each complaint will be reviewed by a manager to ensure that we are satisfied that we are continually improving the services that we provide. If our response fails to satisfy a concern then you may write to our regulators at CQC for England based services or the CCSIW for our Wales based services. All clients will be provided with an easy read booklet on how to make a complaint should they want to.