



## **Statement of purpose**

**Location:**

Ocean Healthcare, Torbay Innovation Centre,  
Lymington Road ,TQ1 4BD

**Telephone:**

01803 470025

**Email:**

cathy.ellingford@oceanhealthcare.co.uk

**Registered Manager:**

Cathy Ellingford

**Nominated Individual:**

Ken Rudge

**Legal Status:**

Ocean Healthcare is a trading name for Taher Ltd.  
Company Reg Number: 04254807

## **AIMS AND OBJECTIVES**

Ocean Healthcare aims to provide a high quality, safe, responsive, effective and well-led complex personal and nursing care service to people in the South West of England

We also aim to provide enriching and rewarding work opportunities to our team of carefully selected healthcare workers. It is our aim for everyone to be united behind a vision to establish an exceptional care service that we can all be proud of.

Our philosophy is Live Happy Care Well. We believe that by adopting a values-based approach to nurturing and developing our workforce and caring for our service users, the outcomes will be happier people who are safe and well cared for.

## **REGULATED SERVICES**

We will perform the following regulated activities:

- Personal Care
- Treatment, Disorder and Injury

## **SERVICE TYPES**

The type of service we will be providing is:

- DCC – Domiciliary Care

## **CQC SERVICE USER BANDS**

The people we will be providing a care service for are as follows:

- Children Aged 0-3 years
- Children Aged 4-12
- Children Aged 13-18
- Adults Aged 18-65
- Adults Aged 65+
- Mental Health
- Physical Disability
- Dementia
- Sensory Impairment
- Learning Difficulties or Autistic Disorder

## **SUPPORTING OUR SERVICE USERS**

We believe we can support our service users most effectively by:

- **STARTING WELL:** We use a detailed process for ensuring we understand the needs and expectations of our service users and their families from the outset. We believe that if we invest appropriate resources to learning up front and following our structured process for onboarding packages of care with all vested parties, we will encounter fewer problems afterwards.
- **CARING WELL:** Caring well starts with selecting the right healthcare workers in the first place through a robust recruitment process. Proper induction and training processes will be employed to ensure our teams are well equipped.
- **RESPONDING:** Our service will be delivered flexibly, attentively and in a person-centered way. We understand that things change and will do everything we can to adapt quickly.
- **RESPECT:** The needs and values of the people we support will always be forefront. We will do our very best to listen and will be proactive in making sure we monitor how well we are doing with our consideration of the protective characteristics, world view and lifestyle. We will ensure we do not discriminate in any way.
- **MATCHING:** We respect the privilege we have of caring for people in their own homes. It's important that families and the people we care for feel comfortable, and hopefully enjoy, the relationship they have with the healthcare workers we provide to care. We will do everything we can to match care workers appropriately and change them if things aren't working smoothly.
- **MANAGING WELL:** We will manage our care service efficiently and effectively. Our supervision and management personnel will be very present and communicate clearly, regularly and openly.
- **INCLUSIVE:** We will involve service users, their families, frontline care workers and independent experts in health and social care in the review and monitoring of our service. We hope they will help to shape and direct our vision for providing an exceptional care service that they too are proud to be associated with.
- **LISTENING:** We will make it very easy for our service users and their families to let us know if we have let them down and also if we have performed well. We will not only welcome comments and complaints but will seek them out.

## **SUPPORTING OUR CARE TEAM**

We believe we can serve our workforce well by:

- **GOOD SELECTION:** Using our recruitment expertise we will select individuals who are a good fit for our organisation and our service. We will also help all applicants make an informed choice about whether Ocean Healthcare is the right place for them.
- **STARTING WELL:** We will take the time to clarify our expectations clearly at the start of our relationship with a new worker. A robust induction and training programme will ensure they know what to do and are properly equipped to do it.
- **LIVING HAPPY:** We believe a happy worker is a better worker. We take the time to say thank you, well done and support our team when life throw's tough things at us. We also believe it's important to have fun and build this in to the way we work and things we do.
- **CHECKING IN:** A robust process of appraisals, mini-reviews, spot-checks, regular chats and meetings will ensure that all workers have a chance to be heard and are reminded of our core principles and approach to care.
- **RESPECT:** The needs and values of all people, including our workers, are very important. We will proactively develop a culture of mutual respect and responsibility and ensure that all things that make our workers unique are appropriately valued and certainly not discriminated against.
- **SUPPORT:** We recognise that our workers are carrying a lot of responsibility. At all times they will have access to support and guidance so that they can make decisions and manage situations effectively and with confidence.

## **NATURE OF SERVICES PROVIDED**

We provide care to children of all ages, younger people and adults, all of whom will be living and receiving care in their own homes. Our care service is aimed at supporting individuals with complex care requirements. This care is delivered by skilled Healthcare Professionals under the supervision and leadership of trained nurses. Our focus will always be on maximising the health and well-being of our service users and doing everything we can to help them grow their personal freedoms and engagement with people and the communities in which they live.

## **SAFE SERVICE**

Ocean Healthcare will ensure our services is safe by:

- Ensuring CQC guidance is followed on Safeguarding, notifications and complaints.
- Seek feedback from the people who use the service, their families, Healthwatch (Rate and Review), and the local Safeguarding Authority
- Undertake observation of practice in a sensitive way
- Ensure staff are trained in safeguarding procedures
- Ensure records are kept on all activities and conduct regular audits
- Manage risks effectively through risk assessments and via the care plan
- Ensure safe practice runs through all policies and procedures
- Ensure equipment used is properly maintained
- Ensure staffing levels are always adequate
- Recruit care workers that are capable of meeting the needs of the individuals we support through assessment-based processes
- Undertake appropriate background checks e.g. DBS, references, employment history
- Quickly identify if care worker performance drops below the standard required and be decisive with taking corrective action
- Record and review comments about the service and listen to ideas on where improvement can be made in terms of safe working practices
- Monitor national incidents (MDA/MHRA) to ensure any evidence is implemented locally
- The medicines management policy and ensure care workers are trained to administer and record their actions
- Ensure effective management of infection control and prevention through our established policies and procedures which includes observing practice
- All information relating to the people we support and our carers is treated with the strictest of confidence and access to this information is limited to people on a need to know basis.

## **EFFECTIVE SERVICE**

Ocean Healthcare will ensure service is effective by:

- Training all care workers to have the right skills and knowledge
- Creating 'one page profiles' for all our care workers and people we support, so there is a high degree of compatibility between both parties
- Providing all care workers regular support, induction, supervision, appraisals and training
- Seeking the views of our care workers, the people we support, family members and other professional stake holders
- Undertake observation and supervision to ensure good practice and service is being provided

- Ensure all staff have a full induction and practical training prior to commencement of duties on their own. All training will be in line with the Care Certificate and care workers signed off as competent to care
- All care workers given the opportunity to develop their skills, starting with QCF 2 as a foundation course
- Auditing carer files to ensure all checks have been completed
- Audit files of the people we support to include daily records and MAR charts kept in the person's home. This information will be collated and where performance is below standard, an action plan will be put in to place.
- All care staff will be given training on the Mental Capacity Act 2005 so that they are fully aware of the requirements under this act. Where we have clients who lack capacity, our care workers will be trained to follow legal requirements in making any best interest decisions. Where challenging behaviour is present with any of the people we support, training and guidance will be provided to enable our care workers to manage the potential risk in a safe way for all concerned. Our staff will confirm consent for all interventions.
- All people who seek support from our service will be given information about the service and what can be provided. Prior to a service starting, people will be invited to confirm that they are in agreement and sign to consent to the service. Where capacity is lacking, then consent will be obtained from the legal guardian/Court of Protection and Power of attorney.
- Ensure that we include an assessment on ensuring people have enough to eat and drink and that this is done in a safe way. Where there are risks, for example with swallowing, specialist advice would be sought

### **CARING SERVICE**

Ocean Healthcare will ensure our service is caring by:

- Ensuring carers provide support with kindness, dignity, respect and compassion and respecting the choices and decisions of the people they support. We ensure people are cared for in this way through the quality assurance assessments undertaken by the registered manager.
- Our induction, training and monitoring will ensure that throughout our practice peoples' needs are respected regardless of their age, disability, gender, gender identity, race, religion or belief and sexual orientation.
- Ensuring the care plan is a living document. We aim to develop the plan over the initial few weeks, to ensure all the requirements are fully documented and understood. We will have a link worker for each person we support who will be responsible for ensuring the information about the person is recorded accurately and that their wishes are truly respected.
- When we recruit people to our service we will aim to select a diverse group of carers, so that we increase the opportunity to match individuals well and will make the link carer responsible to ensure the person receives support from a consistent team of carers who are fully aware of their needs.

- The registered manager will be undertaking regular observation reviews of care delivered to ensure that our carers are providing support in a meaningful way and avoiding a task-led approach but instead are always person-centred.
- Care planning will always involve the person concerned. If there is a reason this isn't possible, then we would look to working with the close circle of support such as advocates, GPs, social workers and family.
- Train our care workers in maintaining confidentiality in line with our confidentiality policy

### **RESPONSIVE SERVICE**

Ocean Health Care will ensure we are responsive by:

- Including everyone we support in developing their own person centred plan and risk assessment. This will be developed over a period of time to ensure we have captured the persons requirements and needs fully.
- Will be using a care plan and risk assessment developed by Helen Sanderson Associates that is personalised and is focused on a strengths-based approach. We firmly believe that by asking the right type of questions we can develop a greater understanding of what a person wants to do for themselves and where they need a bit more support.
- As part of our care planning we will aim to develop a growing understanding of the persons interests and aspirations and where possible link up with the Community that is important to them for addition support and advice to avoid social isolation.
- The registered manager will be responsible for undertaking quality assurance checks on a regular basis to observe that a person's needs are being met.
- We would ensure no person is discriminated against and that provisions are made e.g. equipment to support people achieve their aspirations and goals.
- We will ensure a care plan and risk assessment are available at the start of the service which is endorsed by multi agency partners and Commissioners. However this would be amended as the needs of the person become more evident when supporting them and escalated through the Care Co-Ordinator to the Commissioner. This amendment would be sought in agreement with the person and their circle of support.
- All the people we support will be provided with information about the service. This will include information about what to do if they are unhappy or have a safeguarding concern. We have a complaints and safeguarding policy which we will follow and a full investigation will take place and a reply given to an individual within a specific time period.

## **WELL-LED SERVICE**

Ocean Healthcare will ensure our service is well led by:

- Our service will be led by a registered manager who will ensure that small teams of care workers are developed to support people in an area. Each member of the team will have the responsibility for ensuring the team acts in a person-centred way and is open, inclusive and empowering.
- Each person we support will have a link worker who will be responsible for setting up and regularly reviewing a person care plan and risk assessment. The link worker will ensure the care provided to this person is of a consistent, high quality nature.
- Our registered manager's primary role is to act as a coach to the care team and empower them to resolve issues for themselves with the people they support if needed.
- We will continue to develop our service in line with benefiting our community in which we work.
- Our vision and values include involvement, compassion, dignity, independence, respect, equality and safety. These values will be shared with all our employees and used during recruitment, supervision and appraisal. The registered manager will also undertake observational supervision to ensure the attitudes, values and behaviour of carers are in line with that of the company. Where this is not observed additional support will be provided.
- By operating in small groups/teams, the opportunity for being involved in the development of the service is high. As teams operate in a self-managing way with support from the registered manager, new and innovative approaches are likely to flourish.
- The registered manager will take an active role in supporting the teams on a daily basis and help them to find solutions to any challenges they face.
- The nominated person will conduct regular supervisions with the registered manager to ensure all conditions of the registration are met satisfactorily.
- The registered manager will undertake regular quality assurance checks to ensure quality is continuously improved. Ongoing regular reviews will be undertaken to ensure we have data about service quality and improvements. This information will be collated and aggregated to ensure any trends are monitored and actioned if needed.
- The service has available IT and finance specialists to support and advise on robust records and data management systems, as well as financial systems.
- Both the registered manager and nominated person have worked closely with the Local Care Managers Network, local authority and NHS, so have strong links in terms of safeguarding, commissioning, quality and brokerage. We will endeavour to work closely with partner organisations including other domiciliary care agencies to ensure we are providing a consistent and high-quality service.
- We will provide a nursing-led personal care service specialising in complex needs such as respiratory support, nutritional support and other person-centred care.

- Our focus will always be maximising the health and well-being of our service users and doing everything we can to help them maintain and grow their personal freedoms and engagement with people and communities in which they live.
- We also aim to provide enriching and rewarding work opportunities to our team of carefully selected healthcare workers.
- We will also focus on developing a culture of openness, transparency, respect and personal responsibility. It is our aim for everyone to be united behind a vision to establish an exceptional care service that we can all be proud of.
- A registered nurse undertakes a clinical lead role and provides clinical oversight and management of the package of support.
- Monthly care package reviews are carried out by the Registered manager to review risk, compliments and complaints together with staff levels, skill mix and staff attendance. Monitoring safety through a range of evidence with the need and expectation of all parties involved will ensure multi-disciplinary care planning and client-centered delivery.

## **LEADERSHIP & MANAGEMENT QUALIFICATIONS AND EXPERIENCE**

### Registered Manager:

- Cathy Ellingford, has been a Registered General and Paediatric Nurse for more than 30 years, with an unblemished record and a career in clinical leadership, management and commissioning. This has included care of adult and children's services in the acute Trusts and community services. She has the necessary qualifications, competence, skills and experience to manage the delivery of the regulated activity: Treatment of disease, disorder or injury which includes personal and nursing care.
- Her leadership roles have required her to fully understand the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (Part 3), relevant best practice and guidance maintain her clinical practice and safeguarding skills and reviewing the learning and actions from incidents and near misses.
- She has recently completed her award in education and training so delivers inhouse accredited training in infection control, basic Life support and first aid and medication

### Nominated Individual:

- Ken Rudge is a highly competent senior manager with over 20 years experiencing leading and managing organisations. He is the owner and Managing Director of Ocean Healthcare. He started the business in October 2013 and grown it to be one of the largest nursing agency organisations in the Southwest.
- He is deeply invested in Health & Social care within the region which includes providing and supporting best practice care events and working with the Care Managers Network.

Service Manager:

- Sharon Jones is a highly experienced Care Manager with over 25 years experience in complex care, specifically in advocacy and children's services. Sharon brings a wealth of both personal and professional experience.
- She been Operations Manager for a Registered Charity supporting Adults with Learning Disabilities and Mental Health difficulties, she was Development Manager for a User Led Organisation supporting Adults with Physical, Learning Disabilities and Sensory Impairments and the Carers that support them.
- Since moving to Devon Sharon has taken on several interim roles across the social care sector gaining experience in Local Authorities and working as Interim Manager of Residential Children's Homes

## **WORKFORCE QUALIFICATIONS AND EXPERIENCE**

We aim to have a workforce that is competent and feels valued as part of the team. All workers are carefully selected to ensure that have the right skills and experience.

- Our in-house trainers deliver accredited training at level 2 for medication, basic Life support, first aid and food hygiene, dysphagia and dementia awareness and infection prevention and control.
- Specialist training is sought from clinical experts eg safeguarding adults and children, PEG feeding and respiratory specialists for ventilatory skills and tracheostomy care.

Selection of the right staff with previous experience in care is key to the complex nature of the service they will work in. All staff will have an individual development plan based on individual, organisational and service analysis.

- Prior to starting work staff must have an Enhanced Disclosure check from the Disclosure and Barring Service (DBS) and they will not be processed to start if they are on the Protection of Vulnerable Adults or Children Lists.
- We request a 10year work history with two current written references
- We check their *right to work* status
- All staff will be required to be up to date with statutory and mandatory training. Additional training and experience required will be assessed in supervision and appraisal. Induction, practical skills training and individual care package training will form part of the risk assessment for delivering safe and effective care:
- Nurses will be UK registered with the Nursing and Midwifery Council. They will be competent in all areas of care they deliver and assess. Support will be given to hold a current portfolio in line with their validation and registration requirements.
- Assistant Practitioners/Senior HCAs have specific training in leadership and assessment with specific clinical training eg Medication delivery, epilepsy and safeguarding
- Care Workers are trained for the level of care they are required to do with each service user and assessed against written and practical competencies. Achievement of the Care Certificate is supported and encouraged.

## **COMMENTS, COMPLIMENTS & COMPLAINTS**

It is our intention to run an exceptional care service. We will work hard to deliver on our commitments and meet the expectations of our service users, their families and our care partners. However, we recognise that sometimes things can go wrong. We are committed to taking responsibility for our action and for being open and transparent. Our approach to comments, compliments and complaints are as follows:

- **Listening and Learning:** We take all comments very seriously and regularly review all comments received across our service so that we can learn from them. The information gathered through analysing this feedback tells us what the people we support think about us and gives us the opportunity to share what works well and where we need to make improvements

We aim to resolve any issue or unmet expectation at a local level, immediately and on site. However, if we are unable to do so we will promote and give access to our complaint process.

Complaints: We have a staged process for dealing with a complaint

### **Making a Complaint:**

1. Discuss the situation with the Registered Manager, Cathy Ellingford, who will do her best to resolve the problem quickly to your satisfaction.
2. If you feel unable to discuss the problem with the Registered Manager, or have not been able to resolve your complaint, please write to the Nominated Individual, Ken Rudge at the Registered Office addressed, marked 'For Attention of' Ken Rudge only or email on [ken.rudge@oceanhealthcare.co.uk](mailto:ken.rudge@oceanhealthcare.co.uk)
3. If a complaint is received this will be responded to in writing within 2 working days. Such communication will outline the steps being taken to resolve the complaint and who will be in charge of investigating and notifying the outcome in line with the 'Duty of Candour' principles.
4. The complaint will be formally acknowledged and logged as described above.
5. Depending on the nature of the complaint, an Investigating Officer will be allocated. We would normally like to discuss the complaint with the complainant either by visiting in person or by discussing the issue on the telephone.
6. The outcome, details of the investigation and actions taken will be informed in writing.
7. Actions will be agreed to resolve the matter
8. You will be contacted by the Investigating Officer at a later date to check whether issues have resolved and the service is satisfactory, following ongoing monitoring.
9. We have a target of resolving all complaints within 20 days of receipt. All complaints including details of the investigation, outcome and actions are recorded and audited internally and regularly inspected by our Commissioners and Regulators.

10. If after we have investigated your complaint, you are still not satisfied with the outcome, you may wish to contact the Local Government Ombudsman (LGO). The LGO provides a free, independent service. You may contact the LGO advice team by telephone, (0300 061 0614) or email [advice@lgo.org.uk](mailto:advice@lgo.org.uk). Please note, the LGO will not normally become involved until after we have been given the opportunity to investigate and respond to your complaint.

Our service is registered and regulated by the Care Quality Commission (CQC). The CQC does not get involved in individual complaints about providers, but is happy to receive information about our services at any time.

The contact details of the CQC are: Care Quality Commission, National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA.

Telephone: 03000 616161 Web: [www.cqc.org.uk](http://www.cqc.org.uk)

You can also contact your local Social Service Department and allocated Case manager.