



# Statement of Purpose

## Community Outreach Service

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## **Fair Ways Values**

As a charity we measure our wealth by making a difference, not by making a profit.

We believe that by creating a culture that values every individual, we can harness and develop their potential so that they may achieve great things.

1. We deliver compassionate high quality services and when faced with challenges will strive to maintain our reputation as the agency that never gives up.
2. We are dedicated to empowering and developing our staff so they are able to leave, but choose to stay.
3. We are committed to providing the highest standard of living and working environments to everyone within the organisation.
4. We are an inclusive organisation that actively contributes to positive social change.

## **1 Purpose of Document**

- 1.1 This document summarises basic information about Fair Ways to ensure that prospective service users are fully informed about the range of service, facilities and care provided.
- 1.2 This statement of purpose will be kept under review and a copy will be given to the Care Quality Commission.
- 1.4 The Care Quality Commission will be notified of any changes to this Statement of Purpose

## **2 Company Details**

- 2.1 Fair Ways is a subsidiary of the charity Fair Ways Foundation – charity registration number 1,159,854, delivering a comprehensive range of child and social care, support, training and education services in and around the South Coast. The business is controlled and owned in the interests of its social mission. As such the majority of the organisation’s profits are re-invested in the business in order to achieve our social purpose which is defined as:

- Address Social Exclusion
- Improve Health and Wellbeing
- Promote Education and Literacy
- Supporting vulnerable children and youths
- Supporting vulnerable people

### **2.2 Contact Details**

Fair Ways  
Suite 8 Fairways House  
Mount Pleasant Road  
Southampton  
SO14 0QB  
Telephone: 02380 230400  
Website: [www.fairways.co](http://www.fairways.co)  
Email: [enquiries@fairways.co](mailto:enquiries@fairways.co)

## **3 Values**

- The needs of our service users come first
- Teamwork throughout the organisation
- Commitment to quality
- Mutual respect
- Commitment to equality

## **4 Our Aim and Objectives**

- 4.1 We aim to provide a flexible, efficient and quality domiciliary care and support service
- 4.2 We aim to recognise and respond to each Service User as an individual with the right to privacy, dignity, choices and respect.
- 4.3 Fair Ways is non-discriminatory and shall serve all Service Users regardless of race, nationality, religion, age, gender or sexual orientation.
- 4.4 We aim to use a holistic approach to each individual's needs, ensuring each person can achieve their own outcomes in their physical, intellectual, emotional, social and behavioural development and achieve as much independence as possible.
- 4.5 We aim to work with parents/carers and other agencies through individual care plans and programmes designed to encourage maximum development and independence for each Service User.
- 4.6 We aim to extend horizons through experience, to enable individuals to develop and practice new skills and to provide leisure activities within the wider community.
- 4.7 We aim to provide Service Users the opportunity to enjoy and contribute to society.
- 4.8 We aim to provide support and continuity for families by recognising their needs through flexible regular planned support and emergency support.
- 4.9 We aim to consult with, and listen to families, enabling them to express their views and those of their dependants, to influence how the service is run and developed.
- 4.10 Our objective is the provision of a high quality professional organisation that is committed to assisting the Service User to maintain his/her quality of life, providing respite and/or support for the parents/carers.

## 5 Range of Services/Services we provide

- 5.1 The criteria for accepting a Service User is our ability to provide for the care needs assessed. Services are offered irrespective of Service Users race or ethnic origin, creed, colour, religion, political affiliation, marital status, parenthood, gender, sexual orientation and disabilities or impairments.
- 5.2 Fair Ways will offer a range of personal and practical care services to children aged 0-18, adults 18-65. It will provide these services to service users with physical disabilities and learning difficulties or Autistic Spectrum Conditions.
- Assistance with personal care including bathing, dressing and pad changes
  - Assistance with medication
  - Assistance with feeding including PEG feeding
  - Assistance with accessing community/leisure activities
  - Support in the family home
  - Domiciliary Care
- 5.3 Our services are available 24 hours a day, 365 days a year. Office hours are Monday to Friday, 9am to 5pm inclusive. The Registered Manager is available during office hours and a duty manager is on call for staff and service users outside of normal office hours.

## 6 Our People

Nominated Individual	Registered Manager
Gareth Webb	Tracy Cousins
Fair Ways Suite 8 Fairways House Mount Pleasant Road Southampton SO14 0QB Telephone: 01489 579011 Email: gareth.webb@fairways-school.org	Fair Ways Suite 8 Fairways House Mount Pleasant Road Southampton SO14 0QB Telephone: 02380 230400 Email: tracy.cousins@fairways.co

## 7 Management

- 7.1 Leadership of the agency is vital to all of its operations. To provide the quality of leadership required we ensure the following:

- Always engage as registered manager a person who is qualified, competent and experienced for the task
- A management approach that creates an open, positive and inclusive atmosphere
- Supervise and appraise all staff regularly
- Keep up to date and accurate records on all aspects of the agency and service users
- The health, safety and welfare of all service users and staff are promoted and protected
- Oversee the training and development of all support workers

## **8 Staff training**

8.1 Fair Ways recognises that it is the support workers who will have the most contact with service users. Therefore staff will play a very important role in the service users welfare. To ensure maximum contribution we will do the following:

- Observe recruitment policies and procedures which respect equal opportunities and protect the service users safety and welfare
- Employ staff who are skilled and experienced in all areas of personal care
- Employ the appropriate number of staff to ensure contracts can be met
- Contract our staff to a range of training, including the NVQ programme
- Staff only commence work once a satisfactory DBS check and references are gained
- Staff will complete a 7 day Induction including the mandatory training prior to working with Service Users

8.2 Fair Ways takes great care in recruiting, training and supervising our staff. All staff possess a range of experience and qualifications in the care of children, young people and adults with learning difficulties; Social, Emotional and Mental Health; Autistic Spectrum Conditions; physical disabilities.

8.3 Fair Ways provides full training for all staff. A Training Co-ordinator is employed who plans the training and ensures all staff stay up to date with all mandatory training. Staff undertake all Mandatory Training prior to starting work. These include:

- Moving and Handling
- Safeguarding/Child Protection
- Administering Medication
- Emergency First Aid at Work
- Health and Safety
- Fire Safety and Prevention
- Food Hygiene
- Team Teach

- 8.4 If a Service User has specific health or behavioural needs and staff require additional training this will be organised prior to support commencing. If we are unable to provide the training in-house we will source it from an external provider.

## **9 Complaints and Compliments**

- 9.1 Fair Ways has a full complaints and compliments policy. A copy can be requested at any time. It provides information on the right to refer a complaint to the Care Quality Commission (CQC) and to commissioning authorities.

### **9.2 What is a compliment and what do we do with them?**

A compliment includes any verbal or written praise made by anyone about Fair Ways. Compliments will be recorded by the member of staff receiving the compliment and be passed to the appropriate manager for recording on the Compliments Register. Any member of staff identified as being the subject or contributing to any matter giving rise to the compliment will be notified within 5 working days. Feedback on compliments will be shared with employees at appropriate timings.

### **9.3 What is a complaint?**

A complaint is an expression of dissatisfaction, whether justified or not. Fair Ways could receive complaints from young people within our care, service users, schools, parents, friends, doctors, staff, support workers, social workers, foster carers, other professionals or members of the public. Complaints could be about young people, individual staff members, foster carers, a particular Fair Ways department or the company as a whole.

### **9.4 The Principles of the Complaints Procedure**

- The welfare of the service user is paramount
- Any concern about the quality of care/support must be fully explored
- Investigations should be thorough, timely and consistent
- All parties should be treated with dignity and respect
- The investigation should be at the lowest level possible and conducted in a timely manner
- All staff and service users will be supported and treated fairly
- Staff will have an opportunity to respond to concerns

Think the unthinkable – some staff do act inappropriately.

### **9.5 Recording of Complaints**

Fair Ways will log all complaints received so that we can monitor the types of

problems, the best way to resolve them and how long we are taking to deal with them. This also helps us to take a closer look at how we can improve our own service delivery. All complaints will be handled in line with data protection legislation. All departments should keep a log of any complaint concerning them and forward the details to the HR department who will log ALL complaints centrally.

9.6 Some staff have expressed concern about records of unsubstantiated complaints being held on their files. This is not something about which there is compromise, as it is a regulatory requirement but any employee involved in a complaint should be sent letters or emails confirming the progress and outcomes of any investigation which can be kept for the individual's own records. Employee files can also be accessed by individuals by contacting the HR department.

9.7 **How to make a compliment or complaint**

Any person wishing to give a compliment or make a complaint can do so by telephone, email, letter, fax or via the Fair Ways compliments and complaints form.