



# **COMPLETE CARE LIMITED**

## **STATEMENT OF PURPOSE**



**THIS DOCUMENT IS AVAILABLE IN ALTERNATIVE LANGUAGES UPON REQUEST OR  
LARGER PRINT.**

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## STATEMENT OF PURPOSE

Director	Steve Parry
Registered Care Manager	Marie Crabtree
Deputy Care Manager	Sarah Kaighen
Care Co-ordinator	Yvonne Wilkinson

Telephone: 01624 674119  
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E-mail: [steve@completecare.im](mailto:steve@completecare.im)  
Website: [www.completecare.im](http://www.completecare.im)

Responsible Individual: Steve Parry

Registered Provider:  
Complete Care Ltd  
21B Village Walk  
Onchan  
IM3 4EB

**This statement of purpose is reviewed annually and updated as necessary. The last update was November 2024.**

## **1. Introduction**

**Complete Care is an independent provider of homecare and support service, to adult members of the community across the Isle of Man. The company was founded and continues to be operated by Steve and Julie Parry. Julie continues to be involved in the business with responsibility for the accounting aspect of the business and Steve is involved in daily operations of the Company. Steve has many years of experience in business management. Steve is supported in his directorship of the Company by the Registered Care Manager, Marie Crabtree and Deputy Care Manager Sarah Kaighen.**

**We recognise it is important to give people as much choice and control over their lives as possible and therefore we offer a service which takes into account a clients personal preferences as far as is absolutely possible. Your dignity, privacy and retention of independence will be of paramount importance in the delivery of your provision of care and support.**

- We provide a service to:**
- Adults aged 18 years+**
- Adults with sensory impairment**
- Adults with mental health needs**
- Adults with dementia**
- Adults with learning disabilities**
- Adults with physical disabilities**
- Respite care (providing help to give a regular carer a break)**
- Adults with terminal illness – end of life care**
- Adults who are recovering from illness**
- Adults who are ill**

### **1.1 Our registration**

**Complete Care is registered with the IOM Registration and Inspection as a Domiciliary Care Agency.**

### **1.2 Our Staff**

**Carers perform the tasks relating to your care. They are there to help and support you with any of the difficulties of daily life that you are currently finding difficult to manage without support. Our carers are equipped and trained to be understanding and sensitive to your emotional and physical needs. One carer will become your main carer so that you always have one person with whom you become more familiar. We currently have 29 carers who between them have a multitude of skills knowledge, experience and are all trained in Health and Social Care.**

**All our staff are encouraged to continue with life-long learning and to undertake such training to ensure they are competent to meet the needs of our clients.**

**A brief summary of some of the qualifications held by our team of Care Staff include:**

**RQF Levels 2,3 and 5 in Health and Social Care, Level 2 Dementia Awareness, Level 2 Safe Handling of Medication and Chair Based Exercise Instructor Certificate. Percutaneous Endoscopic Gastrostomy (PEG feeding), Autism, Learning Disabilities and Diabetes training.**

### **1.3 Mission Statement Aims and objectives of Complete Care**

**Complete Care is a needs based provider of flexible and tailored domiciliary care and support. We recognise people as individuals and offer choice and opportunity to enable them to live safely, fulfilled and as independently as possible. We value individuals and work in partnership with relatives, regular carers and other agencies to help enable people to take as much control over their lives as possible, helping them to retain dignity and lifestyle choice. Our objective is to enhance the quality of life and relieve the stresses experienced by those who have care needs as a result of age, illness or disability.**

**From our Mission Statement we set ourselves the following Aims and Objectives:**

- Maximise people's quality of life**
- Enable a positive contribution to society**
- Improve health and well-being of individuals and wider groups**
- Promote choice and control for individuals**
- Help to develop life skills required to integrate and live to the full within society**
- Facilitate personal dignity, privacy and respect**
- Empower people to gain, regain and maintain independence**
- Work in partnership with clients or those acting on their behalf and allied professionals**

**These Aims and Objectives will be achieved by:**

- Delivering a service of a quality that will sustain and improve the individual's overall quality of life**
- Ensuring the service is delivered professionally, attentively and in a non-discriminatory fashion whilst respecting each**

**individuals right to independence, lifestyle choice, privacy, dignity, fulfilment and the right to make informed choices and to take managed risks**

- **Ensuring each individual's needs and values are respected in matters of religion, culture, race or ethnic origin, sexuality and sexual orientation, political affiliation, marital status, parenthood and disabilities or impairments**
- **Continually assessing and improving upon what we do through consultation (via clients, professionals, and family members/client representatives), self-assessment, quality management, observations, supervisions and inspections**
- **Ensuring the care and support services are delivered in accordance with the agreed Care Plan and Client Contracts, where applicable**
- **Rigorous recruitment, selection, training and personal development of carers and other staff to enable client's needs are fully recognised and met**
- **Matching nominated carers as closely as possible with clients, and respecting the need to change the carer in the event of subsequent non-compatibility**
- **Managing the provision of care service efficiently and effectively to make the best use of resources and to maximise value of expenditure for the client**
- **Undertaking a Risk Assessment of environmental Health and Safety hazards within each home and reporting concerns to the client or client representative. The Risk Assessment will take into account the right of the client to take managed risks.**
- **Ensuring each client receives written information on the company's procedure for handling concerns, complaints, comments and compliments, and how that information will be utilised**
- **Placing absolute priority on the value of excellent communication with clients and staff to ensure individuals are kept as informed as is practicably possible about the service they receive from Complete Care.**

## **1.4 Starting Services**

**Our Senior Management staff will assess all clients prior to the provision of services where possible. Once this assessment has taken place and all parties agree that the service can meet your assessed needs, a start date will be then scheduled. An initial individual service plan will also be agreed prior to the start of services and this will be reviewed, and amended during the first few weeks as required, and preferences, become more known. We will aim to review Individual Service Plans every six months which is above requirements for Minimum Standards or sooner if so required.**

**Clients are offered the opportunity to experience services on a trial basis in order to assess the suitability before they, or their representative, make a decision to execute their contract.**

**A contract will be given to you in the first week of commencing services or before, to read and sign with a copy for you to retain for your records. In the case of an emergency admission or other unusual circumstances the assessment and draft care plan will take place within 48 hours of start of services.**

## **1.5 Service User Finances**

**Staff may need to handle cash or card(s) on your behalf, and the company operates a strict policy which staff are bound to follow. Details of this policy are available on request.**

**Prior to your service, day to day cash handling will be discussed with you and safe systems of recording will be implemented if required. In these instances, staff will be issued with a Client Account Record book in which they record all transactions made on your behalf. They will ask you to sign this every time they purchase goods on your behalf and retain all receipts in relation to the same. Should a debit/credit card be used to purchase goods on your behalf a Card Holder Authorisation form be executed by all parties.**

## **1.6 Health and Wellbeing**

**As well as our experienced staff members who will look after you, additional support is provided, when required, by a number of other healthcare professionals from a variety of disciplines to ensure that you are provided with comprehensive care. Examples may include Doctor, Specialist Nurses, Physiotherapists, and Occupational Therapists. This helps to ensure you are provided with fully comprehensive care.**

**For some, the subject of death is a very sensitive issue and one that is therefore often avoided. However, we know from experience that addressing the issue can bring great peace of mind to older people. You will therefore be given the opportunity to discuss these matters if you so wish.**

### **1.7 Hospital Visits**

**If you need to attend hospital for any reason, arrangements can be made with your family or friends for them to accompany you there safely. If this is not possible, and the appointment is a pre-planned appointment, there will be an additional charge for a carer to accompany you. Naturally, in an emergency, we shall ensure that a carer is made available without any cost.**

**Should you require to spend time in hospital, services will normally be reserved for you. Depending on the length of time you may have to spend in hospital may have to consider reallocating your carer. This would always be fully discussed prior to action being taken.**

**If you, or your relatives, are concerned in any way about this, please discuss the matter with our Registered Care Manager.**

### **1.8 Medication**

**Where carers are to administer medication, all medication should be supplied in a Monitored Dose System from the pharmacy of your choice. Your medication will be managed by a trained carer who will look after your medicines and be responsible for ensuring the safe and timely administration of your medication. However, you may wish to take care of your own medication and retain responsibility for taking it yourself.**

### **1.9 Onset of Illness**

**Whilst carrying out the pre-service assessment we will gain your consent to ask for a medical consultation should it become necessary. We will also ask for your consent to inform your relatives if you have been taken ill or sustained an accident and that they be informed of your progress during the course of your illness. However, should we consider it necessary Complete Care will make informed reasonable judgements and refer you for medical consultation if we believe we are acting in your best interest in the case of an emergency.**

### **1.10 Personal Preferences**

**At any time, you can discuss with your carer any personal preferences that you may have relating to your care  
Of course, as time passes you may decide that your preferences have altered. In this case, it is only necessary for you to let your carer know what your new preferences are.**

**Details of your personal preferences will be recorded in your Individual Service Plan, which is reviewed and updated on a regular basis.**

### **1.11 Religious Services**

**Your particular religious beliefs and practices will be respected at all times. If you are no longer able to get to your normal place of worship, we may be able for a carer to accompany you to your place of worship.**

### **1.12 Rising and Retiring Times**

**When you rise in the morning and when you go to bed is your own choice. If you prefer rising early or late, we will try to accommodate your wishes. However, we also have to keep in mind the needs of other clients. Therefore, the times of your calls will be agreed prior to services commencing.**

### **1.13 Fire Health and Safety**

**All staff have received training in Fire Awareness. We would strongly recommend that you arrange for smoke alarms to be fitted in your home and prior to your service start date, a risk assessment will be carried out of your home and emergency exits identified. It is ultimately the clients responsibility to ensure their house is a safe working environment for the carers attending.**

### **1.14 Telephone**

**It is important to keep in touch with relatives and friends, your carer will be able to assist you with this. However, it is not permissible for carers to use their own phone for this purpose. It is also not possible for you to have carers personal phone numbers. If you need to ask for extra help or have concerns or worries please call the office. The telephone number is 674119 or 308459 out of office hours.**

### **1.15 Your Rights**



**We respect the right of each client to lead as independent and fulfilling life as possible. Our carers are sensitive to, and will observe, the following standards which we have identified:**

- **It is the right of each client to make informed choices and to take managed risks**
- **Each client has individual needs, wants and desires. This individuality will be recognised and respected to ensure promotion and maintenance of the clients dignity, privacy and self-worth**
- **Each client, has the right to fulfil his/her potential for personal choice of lifestyle and opportunities. This extends to the right of the client to express their views as to what is important to them in relation to their care, provision and support**
- **Each client has the right to a care service that does not discriminate on the basis of race or ethnic origin, creed, colour, religion, political affiliation, disability or impairments, marital status, parenthood, sexual gender or sexual orientation**
- **Each client has the right to refuse anybody entry to their home. This will include the carer where the client feels an element of incompatibility as he/she perceives it**
- **Each client has the right of access to their personal Care Records, and to annotate them accordingly. He/she has the right to be consulted with respect to the service of care so provided and to be involved in on-going reviews of the same. Where, for reasons of mental frailty, the client is unable to make his/her wishes known directly, an appointed advocate may fulfil this purpose**
- **Each client has the right to details of the contract with respect to the provision of care offered, including the costs involved, prior to the commencement of the service**
- **Each client has the right to be assured no personal or confidential information concerning their affairs will be disclosed to a third party without their express written permission**
- **Each client has the right to complain about any element of their provision of care service, and to do so without fear of any intimidation, recrimination or reprisals. Details on how to do this is included in the care plan.**

- **Each client has the right to be informed in advance of any changes in hours of duty by the carer, or even a change in the carer, as a result of emergencies. We place great priority and importance on informing the client or their representatives. With reference to the clause above, the client retains the right not to accept substitute carer(s) into their home, though they will be informed of the implications of this with respect to the company being unable to provide continuity of care**

## **2. How We Maintain Standards**

### **2.1 Policies**

**Every aspect of running and managing our business is set out in a comprehensive set of Company Policy documents. These policies ensure we meet, and exceed in certain circumstances, the statutory requirements for operating a Domiciliary Care Service. We are very mindful we take into account your choices and preferences in all aspects of the delivery of your care. In order to manage any risks associated with these choices, it is important we have clear procedures that are followed in practice by all staff. Our policies are intended to assist in this and this is our main focus . As a Company, we have a "duty of care" which requires us to "take reasonable care to avoid acts or omissions which you can reasonably foresee would be likely to result in injury or accident" To this end, there may be risks you do choose to take which, because of our legal obligations, staff of Complete Care are unable to. The policies cover all aspects of staffing, managing, caring for our clients, and the preservation of health and safety standards where appropriate. Moreover, the standard of conduct we expect from our staff and the standard of service you can expect from us to ensure your dignity and rights as an individual are protected at all times. All of our Policies are regularly monitored and reviewed to ensure they are kept up-to-date. Our master Policy Manual is held at our Office but may be consulted at any time upon request.**

**Some of the 'Key Policies' are:**

#### **Confidentiality Policy**

**This assures you our office staff and carers will keep your personal and private affairs confidential at all times.**

#### **Equalities Policy**

**This policy ensures our service is provided without discrimination against anyone regardless of their age, disability, sex, race, lifestyle, religion or in any other way.**

### **Prevention and Control of Infection Policy**

**Complete Care has an Infection Control Policy which ensures there are systems in place to manage and monitor the prevention and control of infection whilst undertaking your care in your home. These measures include the use by carers of disposable personal protection equipment (PPE) and if necessary, overshoes whilst providing personal care to you; correct hand washing techniques and the compliance with any specific government guidance in the event of an infection outbreak. Carers all receive full training and continued supervision to ensure they are all fully involved in the process of preventing and controlling infection. Any concerns you or anyone acting on your behalf may have regarding prevention and control of infection should be addressed to the Registered Care Manager.**

### **Health and Safety Policy**

**Carers have responsibilities to follow all documented policies in relation to:**

- **Safe working practices and emergency procedures**
- **How to identify hazards and reduce the risk of accidents**
- **How to store and prepare food safely**
- **How to maintain personal safety**
- **How to move and handle clients safely**
- **The correct use of personal protective equipment (PPE)**

### **Accident and Emergency Policies**

**The measures and actions carers must take in case of an accident or emergency.**

### **Handling Service Users Monies**

**Carers who collect pensions or purchase goods on behalf of a client have procedures to follow in recording, storing and accounting for any funds used for or on behalf of the client. The procedures are for the protection of both the client and the carer.**

### **Entering and Leaving the Clients Home Policy**

**The client will always know when a carer is expected (via a rota or telephone call). There are agreed procedures on entering and leaving the clients house including the safe storage of keys.**

## **Medication Policies**

**This policy details what the carer may and may not do to assist the client with their medication. This policy is for the protection of both the client and the carer.**

## **Safeguarding Adults Policy**

**Complete Care staff are obliged to report to management or the Adult Safeguarding Team if they have any concerns about actual or potential abuse of any kind. The policy also explains exactly what staff should do and the procedure they should follow.**

## **2.2 Quality Management System**

**We define quality as delivering a superior, safe provision of care and support appropriate to each individual clients requirements. We require all of our policies and work practices to be reviewed at least annually to ensure we maintain the high standards we have set ourselves. All Individual Service Plans are reviewed six monthly or more often if required and Audit and Quality check visits are carried out by the senior management team. Any non-conforming areas are corrected and reviewed for any other relevant action we may need to take to ensure the problem is not repeated in the future.**

## **2.3 Assurance of Quality**

**Complete Care provides an understanding and caring approach, which requires the utmost dedication and professionalism. This is reflected in our rigorous recruitment procedure. Our carers are chosen following a detailed interview to ascertain a candidate's suitability, in terms of experience, qualification, character and personality, as well as reliability. An individual is only employed on the receipt of two written references and a Disclosure and Barring Service Check (Police Check). All carers take part in an Induction Programme of training and receive ongoing training to ensure they are working at the required level of competence and are equipped with the necessary skills to provide a professional service.**

**At Complete Care, we ensure quality assurance by having the following measures in place:**

- **Regular direct observations of each carer providing care in the client's home. The Management Team**

**execute such observations once every year as a minimum.**

- **All carers must keep up-to-date with their mandatory training which can take place via practical workshops and e-learning. Additional training opportunities are encouraged in order to develop our carer's knowledge and practice.**
- **Staff supervisions take place quarterly or sooner if so required.**
- **Staff meetings take place quarterly or sooner if so required.**
- **The Management Team execute quality visits – this means that they arrange an appropriate time with the client to visit and ensure that they are fully satisfied with the level of service that they are receiving.**
- **Care plans and risk assessments are reviewed approximately every 6 months, or sooner if so required.**
- **Annual Quality Assurance Questionnaires are set out to all clients and carers to obtain feedback on the services we provide. An Annual Report of our findings are subsequently sent to all parties and published on the company's website.**

## **2.4 External Inspections**

**In addition to our own self assessments, we also receive inspections from the Isle of Man Government Department of Health and Social Care Inspection Unit to ensure we are operating in accordance with government standards.**

**The contact details of the inspection department are:**

**Registration and Inspection Unit**

**Department of Health & Social Care**

**1<sup>st</sup> Floor, Belgravia House,**

**34-44 Circular Road**

**Douglas**

**IM1 1AE      Tel (01624) 642422 or (01624) 642427**

**Reports by the inspection team will further help you determine the most suitable homecare organisation for your needs and compare Complete Care support ethos alongside these other Organisations.**

### **3.0 Our Staff Team**

Complete Care is owned by Steve and Julie Parry

#### **STEVE PARRY – COMPANY DIRECTOR**

Steve founded Complete Care in 2007 and continues to be involved in the strategic and operational side of the business. Steve has 17 years' experience in business management, having previously worked for a blue chip multi-national bank. During this time Steve worked to develop his management and business skills and continued professional development. However, through personal involvement and experience Steve decided that he wished to apply these skills, knowledge and experience to establish a company in the care industry.

#### **MARIE CRABTREE – REGISTERED CARE MANAGER**

Marie joined the company in August 2012 initially doing hands on care work for clients with Dementia. She used her previous 18 years administration experience to help establish the office in Onchan. Over the past years, Marie has worked in all areas of the business increasing her knowledge and understanding of Health & Social Care regulations and legislation within domiciliary care. This has led to the success of becoming a Registered Care Manager in June 2020 after completing her QCF Level 5 in Leadership for Health and Social Care Services in December 2017. Marie has successfully completed other numerous training courses such as Dementia, Suicide Intervention & Level 2 in Safe Handling of Medicines as well as other mandatory courses. Daily, Marie is responsible for the overall day to day running of the office and management of all care and administration staff. Marie is also involved in assessing clients and executing packages of care in place to ensure their needs are met and ensuring Government Minimum Standards are adhered to.

#### **SARAH KAIGHEN – DUPUTY CARE MANAGER**

Sarah joined the company in December 2016 as a member of the care team. During her time with the Company Sarah was promoted to Care Co- Ordinator and is currently the duly appointed Deputy Care Manger. Sarah works in conjunction with Registered Care Manager Marie Crabtree to ensure the smooth day to day running of the office, client assessments, preparation

of client care packages, staff management and managerial administration.

## **YVONNE WILKINSON – CARE CO-ORDINATOR**

Yvonne joined the team as Care Coordinator in 2022 bringing with her 22 years of experience and knowledge in Care Management. Holding a Level 5 Diploma in Leadership and Management in Health and Social Care and a Degree in Business Administration, she is able to utilise her skills in numerous aspects of the business.

## **CARE STAFF TEAM**

Our care staff team is headed by our Registered Care Manager - Marie Crabtree and Deputy Care Manager Sarah Kaighen. The Management Team strives to ensure we maintain skilled and professional care staff to look after you. Each carer undergoes training and supervision which ensures we deliver the highest quality services to the client. This training includes appropriate Health & Safety issues such as Food Hygiene, Moving & Handling (including the use of Aids and Adaptions), Handling Hazardous Substances, Medication Handling, training specific to the role of a carer, including training in dealing with people with dementia. We hold regular meetings with our staff to ensure good communication and feedback. Our Senior Management team carry out spot checks and regular reviews at Service Users homes to ensure work is being carried out to the standard required.

All Complete Care staff work and abide by the company Code of Conduct and are supported by a professional Management Team who, during office hours, liaise with clients and their families, social services and local authorities and other care professionals to ensure a competent, sensitive and coordinated approach is taken to the delivery of all care services.

### **3.1 Your Carer**

We recognise your carer is somebody who you will want to trust and rely upon, and for this reason we take great care in selecting staff members with whom you feel completely comfortable. We usually allocate 2 or 3 carers to form a care team to look after you, although this will also depend upon the size of your care and support package. This helps to maintain continuity of care when carers are on training courses, on holiday or are sick. You are at liberty to ask for a change if you feel you and your carer is non-compatible. Carers perform the tasks relating to your care. They are there to help and support you

**with any of the difficulties of daily life that you are currently finding difficult to manage on your own. Our carers are trained to be understanding and sensitive to your emotional and physical needs.**

### **3.2 Visiting You at Your Home**

**When our carer attends you at your home they will be wearing a turquoise uniform (blouse or polo Shirt), supported with a company logo) together with an appropriate identification badge with photograph and company name so he/she will be easily identifiable to you. If you are unable to grant home access to your carer ,we usually recommend you arrange for a `keysafe` to be fitted. Carers attending to you in your home will not at any time be accompanied by partners, children, friends or pets. If at any time your carer is unable to attend we will always try to inform you of the name of the replacement carer.**

### **3.3 Time Sheets**

**When your carer visits you in your home they need to record the amount of time spent with you and the tasks they have undertaken for you in accordance with your agreed plan of care. Therefore, at the end of each visit the carer will complete a Time Sheet and request that you or your representative sign it to confirm the work has been undertaken at the times stated. We need accurate records of visits in order for us to maintain a correct and efficient invoicing system for the work done. Your co-operation in this respect will be appreciated. Our mileage rates are competitive in comparison to some domiciliary care providers and we endeavour to provide you with a carer that lives as close to you as possible. This is to make it cost effective for you - you will be charged for the journey that your carer makes from home to you and then back home. If you require the carer to take you out in the car or pick up some shopping for you for example, you will be charged 50p per mile for this also. Often, once a carer leaves your home, they may be going on to another client – in which case, you will only be charged for travel from the carer's home to your home because the next client will incur the travel cost from your home to theirs. Please do not hesitate to contact us on 674119 if you have any further queries regarding this matter.**

### **3.4 Contracts Terms and Conditions (Applicable to self-funding Service Users only)**

**Our Terms and Conditions for the Care and Support Service are embodied in our Client Contract document. You have free access to copies of any such document and other records concerning your care**



and support at any time. You will be provided with a contact to sign withing the first week of starting services with us.

### **3.5 Schedule of Fees (Applicable to self-funding Service Users only)**

Please ask if you wish to see a breakdown of our hours and rates. You may become eligible for Government social care funding support when your capital or income drops to the Government set threshold. Any queries relating to fees or contractual issues should be directed to the Director. In his absence, queries should be directed to the Registered Care Manager.

### **3.6 Insurance**

Complete Care is covered by all the necessary aspects of insurance; that is, Public, Products and Employers Liability. Complete Care will need to be assured however that each client has their own household insurance, and that Complete Care policies on Health and Safety are observed as far as possible (this will be covered in detail during the care assessment).

During the course of an assignment with you, whilst the Staff of Complete Care will make every reasonable effort to ensure your home and its contents are treated with the utmost respect, accidents can inevitably happen. Therefore, Complete Care Limited will not accept liability for accidental damage to your property or its contents.

### **3.7 Statement of Purpose**

The Statement of Purpose is available, and made available if requested in a variety of formats and languages including large print and audio.

### **3.8 Mutual Respect**

At Complete Care, we are deeply committed to a culture of respect. We recognise there is a huge need to create and maintain a working environment based on mutual respect and dignity for every individual, our employees and clients. We want both our carers and clients to feel they are able to operate in an atmosphere in which both parties feel comfortable, safe and are treated with mutual respect and dignity. We reserve the right to review or withdraw the service immediately if any member of Complete Care staff is treated in an abusive or disrespectful manner.

### **3.9 Confidentiality**

**All Complete Care staff are all bound by a Code of Conduct which includes preserving the confidentiality of any information you divulge to us. We will not actively seek confidential information from you unless we feel that it is in your best interests i.e. to enable us to prepare a better Care and Support Plan for you. Where we do have such information, we undertake not to disclose any of it to an unauthorised third party without your express permission, except in an emergency or crisis situation or unless we have a legal obligation to do so. When this happens we will always keep you informed of any discussions that have taken place and this will be recorded in your care records to which you may have access at any time.**

### **3.10 Individual Service Plans and Records**

**The Individual Service Plan is the key document for your care. Our Senior Management team will have assessed areas of risk and in conjunction with yourself or anyone acting on your behalf, will have identified your needs and wishes in relation to the delivery of your care to you. This is recorded on your Individual Service Plan (ISP). In consultation with yourself, we then decide how our staff can properly and safely meet these needs; this forms your plan of care and support. We also recognise the value in involving your family members, relatives and friends in your Individual Service Plan, and we will always (with your permission) invite your family and friends to participate in the Care and Support planning process.**

**Any subsequent queries you may have regarding your Individual Service Plan should be directed to the Registered Care Manager. Care and Support planning is continuously reviewed because individuals needs change, sometimes on a daily basis; we have to respond to these changes to make sure we are delivering the right care and providing the right support. We will always seek your opinions and input when developing the Individual Service Plan, or making changes / amendments to it, this is to ensure you are fully satisfied with the care you receive from us.**

**As we start to work with you, we will be generating records of visits and tasks performed on a daily basis; you have the right to have access to these Care Plans and records at any time. Please understand your carer will need to notify our office of any changes in your condition, or any accidents you may have had, to ensure we can maintain the best care and support options for you.**

## **4. Your Care and Support**

### **4.1 Personal Care**

**Your carer will be able to undertake personal care services such as helping you to get up in the morning, washing, dressing, toileting, bed-making, helping you to go to bed at night etc. The carer can also help you to take any medicines that have been prescribed for you by your doctor, subject to certain limitations which will be explained to you. Please note that Complete Care do not provide nursing care.**

#### **4.2 Preparation of Meals Drinks and Snacks**

**Your carer will prepare your breakfast, your mid-day meal, evening meal or supper, and any other snacks and drinks you may need during the day (Please be aware the carer will only be able to prepare straight forward meals). The carer will be able to sit with you while you have your meals for conversation or companionship purposes. In addition, where required and whilst maintaining independence, we are able where stipulated in the ISP, to provide assistance at mealtimes with eating and feeding difficulties.**

#### **4.3 Additional Services**

**Your carer can support you with personal tasks such as preparing shopping lists and doing the shopping for or with you. They can also help you to manage your personal affairs. Your exact care or support needs are discussed with you so the outcomes of your care and support plan reflect your personal preferences.**

#### **4.4 Domestic and Home Help Services**

**Your carer will be willing to undertake light domestic tasks such as vacuuming, dusting and general cleaning, washing up, and personal laundry. Our aim is to maintain good levels of cleaning standards however Complete Care is primarily a Care Agency and as such we are unable to undertake deep cleaning.**

#### **4.5 Participating in Local Community Activities**

**Your carer will be able to facilitate your participation in your local community activities, your use of local amenities, clubs, societies or sporting activities. They can also enable you to attend other social activities of your choice, or even take you out and about for a change of scenery.**

#### **4.6 Pets**

**Subject to agreement, your carer will be able to feed your pet, and exercise where required.**

#### **4.7 Care and Support at Night– (7:00pm-8.00am)**

**We can offer you a flexible service in respect of caring for you at or through the night. Night rates apply after 19:00hrs.**

#### **4.8 Emergency Call-Out**

**Complete Care operates an Emergency Call-Out Service. The definition of “emergency” is a request for a same day un-scheduled/unplanned visit.**

### **5. Your Views and Comments**

#### **5.1 How to Contact Us**

**You will be able to contact us 24 hours a day, 7 days a week on the following telephone numbers;**

**Office opening hours Mon-Fri 9.00am –3.00pm                      01624 674119**  
**Excluding bank holidays**

**Evenings, Weekends, Bank Holidays & emergencies (24 hours):**  
**Contact Steve Parry 07624308459**

#### **Management Team:**

<b>Steve Parry</b>	(Company Director)	<b>308459 (24 Hours)</b>
<b>Marie Crabtree</b>	(Registered Care Manager)	<b>244448</b>
<b>Sarah Kaighen</b>	(Deputy Care Manager)	<b>293043</b>

#### **Emergencies – Out-of-Hours:**

**Outside of our normal office hours, we provide an emergency service. The emergency service is strictly for genuine emergencies only, such as carer not arrived, cancellation of help due to Hospital admission etc. We cannot provide medical assistance in an emergency; for this you need to telephone 999.**

#### **5.2 Your Opinions on the Services we Provide**

**We value your views and opinions on the Care and Support Services we provide. We firmly believe that only by asking the users of our services, e.g. you, we can obtain the information we need to enable us to continually improve our services. Part of our on-going commitment to the quality of our service is to ask you to complete a simple questionnaire about your views of the service you are receiving. Our staff can tell you more about this. We do also welcome comments from you at any time.**

### **5.3 Compliments and Complaints**

**Compliments are important so we know we are doing something right. Complete Care genuinely appreciate clients or family members making the effort to send thanks for our efforts. Compliments will always be passed onto the relevant team or individual. Unfortunately, with the best will in the world, we don't get things right all the time and we need you to tell us when we fall short of expected standards. If you have a complaint, please speak to your carer or the Registered Care Manager. If the problem cannot be resolved to your satisfaction please telephone our office (see 5.1) and ask to speak to the Registered Care Manager Marie Crabtree or the Deputy Care Manager Sarah Kaighen. At any point, if your complaint is not satisfactorily resolved, then you have the right to contact the Department of Social Care. Our Policy on Complaints will show you how they may be contacted. A copy of our complaints policy and procedure is included with this guide. If you require a copy of our complaint's procedure in any other format, please contact our office.**

#### **Concerns and Complaints Statement**

**Complete Care regards all Concerns and Complaints seriously. To ensure the service we provide matches your needs and expectations, we welcome your comments. You will receive our support throughout the process and we promise your experience will help us to make improvements in the future.**

#### **Procedure – Report & Acknowledge**

##### **Stage 1**

- Try to initially discuss, in person or by telephone, the problem with our Registered Care Manager, Marie Crabtree or Deputy Care Manager Sarah Kaighen. They will endeavour to resolve the problem or issue to everyone's satisfaction.**
- You may also write to us by letter or email; please refer to our contact details.**

- You will receive a verbal and written acknowledgement within 3 working days.
- Complaints will be resolved between 10 & 20 working days. Complex Complaints may take longer; however, you will be advised of an amended response date.

## Stage 2

- Unable to discuss your problem with the Registered Care Manager or feel the Complaint has not been resolved to your satisfaction? Please contact Steve Parry, Company Director/Proprietor, marking correspondence Private & Confidential or phone him on (07624) 308459.
- If care has been organised by Social Services you may contact the appropriate Department of Social Care Complaints Team. Comments may also be passed to your Social Worker at your Social Services Review Meeting.
- At any point of the process or your Complaint is not resolved to your complete satisfaction, you may contact the Department of Social Care, Inspections Unit, who regulate our service or, if you suspect abuse the Adult Services Access Team.

## Procedure – Resolution & Feedback

- Following our investigation, we will write to you detailing our plans to resolve your Complaint – we hope this will meet your satisfaction.
- We pride ourselves in our Complaints Procedure to ensure you are dealt with promptly, courteously and sympathetically. To maintain and improve our services we would welcome and value your feedback, we would be grateful if you could take the time to complete the Complaints Questionnaire, this will be enclosed with our final letter of resolution.

**Contact Details:**  
**Complete Care Ltd**  
**21b Village Walk**  
**Onchan**  
**IM3 4EB**  
**Tel (01624)674119**  
**Email [info@completecure.im](mailto:info@completecure.im)**

**Useful links:**

**Adult Safeguarding Team  
Manx Care  
3<sup>rd</sup> Floor Murray House  
Mount Havelock  
Douglas  
Isle of Man  
IM1 2SF  
Telephone +44 1624 685969  
Email: [ASTeam@gov.im](mailto:ASTeam@gov.im)**

**Registration and Inspection Unit  
1<sup>st</sup> Floor, Belgravia House  
34-44 Circular Road  
Douglas  
Isle of Man  
IM1 1AE  
Telephone: +44 1624 642422  
Email: [RandI@gov.im](mailto:RandI@gov.im)**

#### **5.4 Gifts Gratuities and Bequests**

**Our goal is to ensure you are looked after to the best possible standards and you receive the best possible care. We are rewarded enough when we receive compliments from our clients. There is no need to offer any gifts, tips or gratuities; as we are unable to accept them. Your understanding in this matter is appreciated.**

**Thank you for choosing Complete Care Limited. We hope you will have a long and happy relationship with us where we aim to develop a partnership based upon Mutual Respect, Care and Trust. Please don't hesitate to ask if there is anything you require or need.**