

Highbury Support Services Ltd

212 High Street

Prestatyn

Denbighshire

LL19 9BP

Statement

Of

Purpose

Easy Read

Reviewed March 2020

Version 3

Contents

Section 1 – About Highbury Support Services

Section 2 – Location

Section 3 – About the Service

Section 4 – How the Service is Provided

Section 5 - Services & Duties Which Are Not Undertaken

Section 6 - Arrangements for Continuity of Support

Section 7 - Vulnerability & Protection of Support Staff

Section 8 - Vulnerability & Protection of Citizens

Section 9 - Safeguarding Citizens' Personal Property

Section 10 - Fees & Charges

Section 11 – Staffing

Section 12 - Governance

Section 13 - Management of Shift Rota Patterns & Time Sheets

Section 14 - Insurance Cover

Section 1 - About Highbury Support Services:

Address: Highbury Support Services Limited
212 High Street
Prestatyn
Denbighshire
LL19 9BP



Tel. No: 01745 886547
Mobile: 07912 274152

Out of Hours: 07790777731



Fax No: 01745 851800

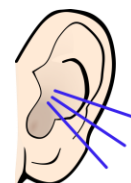
E-mail: info@highburyservices.com

Website: www.highburyservices.com

Natalie Davies is the Managing Director and Responsible Individual. Phil Davies is a Director. Nicky Austerberry is the Registered Manager and all are based at the office address.

Natalie and Nicky will make sure that you will:

- Have a team that can support you
- Have staff that are trained to a high standard
- Be listened to
- Have support that is provided in a way that you chose



Highbury Support Services will:

- Deliver a high quality service
- Be flexible to your needs
- Respect your rights
- Be non-discriminatory
- Work with you to have a staff team of your choice



Section 2 – Location:

- We are located in Prestatyn
- We work throughout the North Wales Regional Partnership Board.



Section 3 - About the Service:

- We support people who have identified needs
- We do not support nursing needs



Section 4 – How the Service is Provided:

- We can support you in your home
- We can support you in your community
- We can support you with personal care
- We can support you with daily living tasks
- We can support you to take medication
- We can support you with finances
- We can support you with educational needs
- We can support you to live a healthy lifestyle



- We can support you with social needs
- We aim to teach you new skills so that you can reach your potential in areas that are important to you



Section 5 - Services & Duties Which Are Not Undertaken:

- Nursing tasks will not be undertaken

Section 6 - Arrangements for Continuity of Support:

- We will change your Support Worker if you need us to
- We will put a set team in place so you get to know your Support Workers
- Cancellation of the Support Service will at all times be respected

Section 7 - Vulnerability & Protection of Support Staff:

- We will make sure staff are safe



Section 8 - Vulnerability & Protection of Citizens:

- We will make sure your welfare and safety is protected.
- We will make sure all staff are trained in Safeguarding



Section 9 - Safeguarding Citizens' Personal Property:

- We will make sure all your personal property is safe

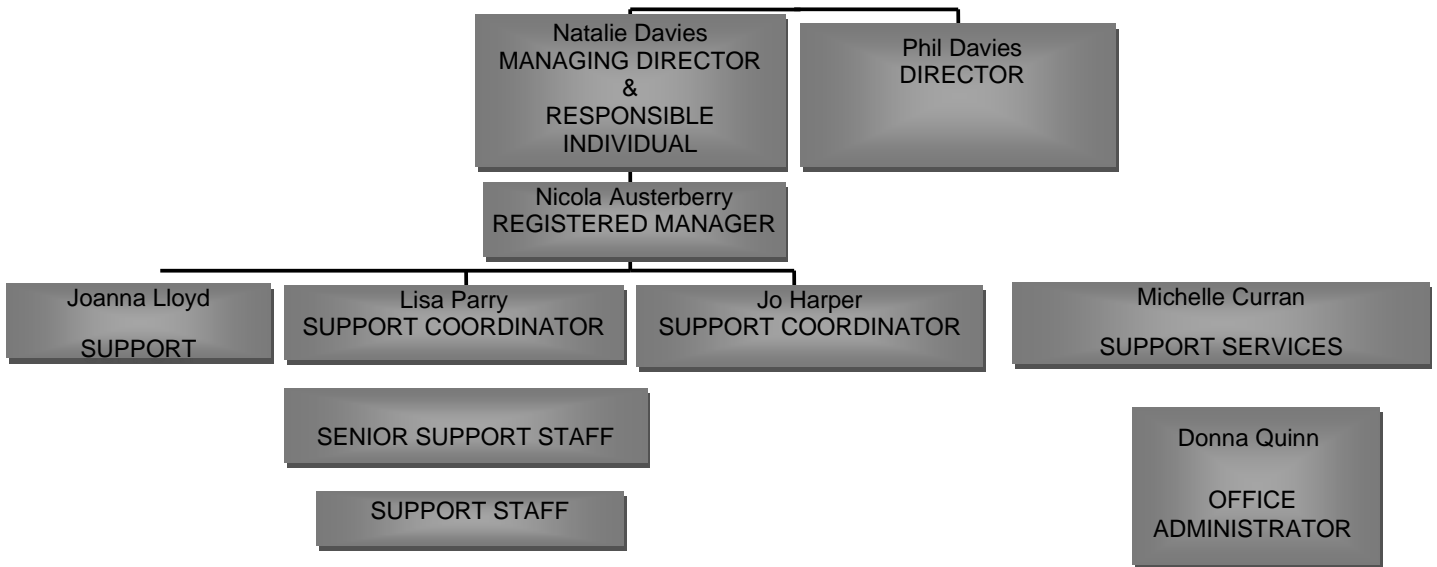


Section 10 - Fees & Charges:

- All fees and charges will be discussed with you before we start working together
- Hours of support will be tailored to meet your outcomes



Section 11 – Staffing



All staff are trained to include the following subjects:

- Confidentiality
- Person Centred Support
- Dignity and Respect
- Equality and Diversity
- Managing Challenging Behaviour
- Culture and Religion
- Safeguarding
- Health and Safety
- Administration of Medication
- First Aid
- CoSHH
- Infection Control
- Moving and Handling



- Mental Capacity
- Deprivation of Liberties
- Financial Management

Highbury Support Services management and staff teams provide specialist support in:

- Epilepsy
- Autistic Spectrum Disorders
- Progression Skills
- Active Support
- Mental Health Issues
- Physical Disabilities
- Positive Behavioural Support
- Learning Disabilities



Section 12 - Governance

- We welcome your views on the service we provide

The Responsible Individual carries out quarterly audits to include:

- Quality of Service
- Health and Safety
- Staff Morale
- Financial Stability



The Registered Manager carries out quarterly audits to include:

- Staff Well-being
- Citizen Well-being
- Safety of Citizens Homes
- Safety of Business Premises
- Policies and Procedures
- Security of Data
- Citizen Progression / Outcome Achievement
- Citizen Voice, Choice and Control



- Training and Development of Workforce
- Duty of Candour

Section 13 - Management of Shift Rota Patterns & Time Sheets:

- Full records of staff working hours are kept at the Registered Office
- Each Support Worker is issued with a Weekly Time Sheet
- You will be required to sign the Support Workers Time Sheet



Section 14 - Insurance Cover:

The Company has insurance cover for the following:

- Employers Liability – £10,000,000
- Public and Products Liability – £10,000,000
- Professional Indemnity - £10,000,000



End of Document

The Statement of Purpose will be reviewed at least annually & updated as necessary.