

Highbury Support Services Ltd

212 High Street

Prestatyn

Denbighshire

LL19 9BP

Statement

Of

Purpose

Easy Read

Reviewed January 2023

Version 6

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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

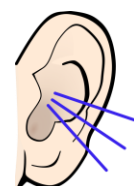
E-mail: info@highburyservices.com

Website: www.highburyservices.com

Natalie Davies is the Managing Director and Responsible Individual. Phil Davies and Stephen Hillier are Directors. Nicky Austerberry is the Registered Manager and they are all 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
- We document all the support we have provided on the electronic System. You can have access to this at any time.



Section 5 - Services & Duties Which Are Not Undertaken:

- Nursing tasks will not be undertaken but we will

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

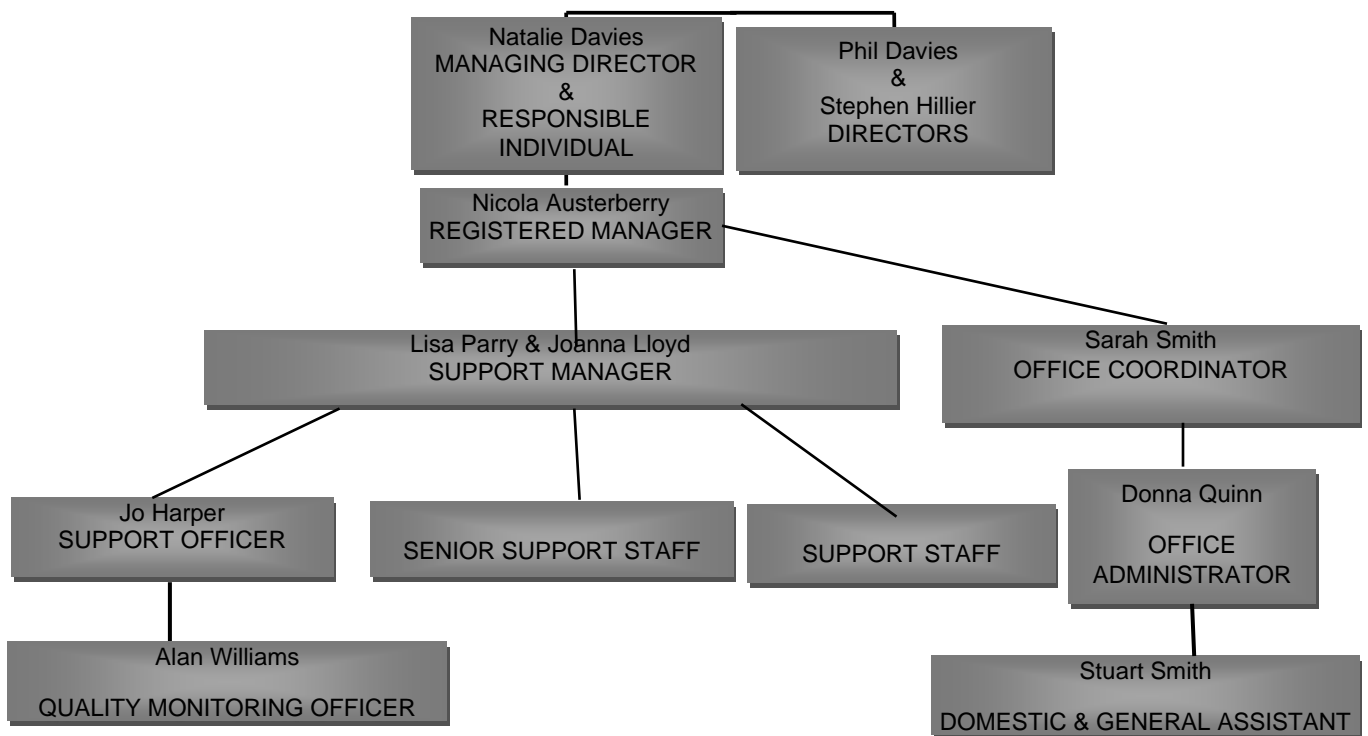


Section 10 - Fees & Charges:

- 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
- Religion
- Safeguarding
- Health and Safety
- 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 an electronic 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.