



FIVE LAMPS

— *Making People Matter* —

Homecare Services

STATEMENT OF PURPOSE

December 2017

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1.0 ABOUT FIVE LAMPS

Five Lamps is a Registered Charity (No. 702314) established in 1985. Initially supporting socially and economically excluded people in the most disadvantaged communities of Stockton-on-Tees, the reach of the Charity has expanded considerably and an increasingly integrated portfolio of services has been developed.

Five Lamps is a multi-award winning social enterprise with a number of these awards recognising the company’s excellence in capturing, measuring and evaluating the impact of its work.

Our staff and the strength of their commitment to our values, are our biggest asset and we are comfortable with our credentials as a good employer. Five Lamps has featured three times in the Sunday Times ‘100 Best Not-For-Profit Companies to Work For’ list and has held Investors in People Gold accreditation since 2010, twice being shortlisted for IIP Awards. We pride ourselves in being a learning organisation and all of our staff have access to notional individual learning accounts to enable them to build their skills and knowledge.

We also hold accreditation to the Customer First standard.

Five Lamps also operates a wholly-owned trading subsidiary, Five Lamps Trading Limited, which trades as ‘Conduit’.

Five Lamps is committed to being so much more than a Domiciliary Care provider. We are a successful social business geared up and driven to provide real life choices, with the capacity to provide considerable added value to commissioners and, most importantly, our service users.

1.1 Our Mission, Vision and Values

The following mission, vision and values have sustained the Charity for many years.

Our Vision	Creating Possibilities : Improving Lives
Our Mission	To Transform Lives, Raise Aspirations and Remove Barriers to Social, Economic & Financial Inclusion
Our Business	<ul style="list-style-type: none"> • Nationally-recognised social and community enterprise working with excluded individuals and families in the most disadvantaged communities. • A leading responsible lender, providing fair-cost loans to individuals and businesses unable to secure mainstream finance • A quality-driven domiciliary care provider; enterprise agency; youth service; employability provider and welfare assistance contractor. • Regenerating communities through refurbishing empty properties.

Delivered Through	<ul style="list-style-type: none"> • Trusted Brand(s) • Quality Assured Services • Making People Matter • Superior Contract Performance • Measured Social Impact • Social Investment • Stronger Balance Sheet • Skilled & Motivated Workforce
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Corporate Value	What This Means
Making People Matter	<ul style="list-style-type: none"> • Treating people with respect • Releasing potential • Keeping confidentiality • Enabling and empowering people to help themselves • Challenging self-perceptions and encouraging self-worth
Performance Matters	<ul style="list-style-type: none"> • Strength of performance wins contracts • Taking personal accountability within delegated authority • Maintaining high standards, skills, credibility and ethics • Demonstrating personal, individual and team commitment to corporate goals • Respecting and promoting a positive corporate culture • Everyone contributes to the 'bottom line' • We are all Five Lamps ambassadors
Quality Matters	<ul style="list-style-type: none"> • Assuring quality and achieving contemporary quality standards • Pursuing and achieving continuous service improvement • Investing in our people, our systems and our buildings • Marketing and promoting our products and services effectively
Making Communities Matter	<ul style="list-style-type: none"> • Understanding communities and their needs • Enabling access to services via a range of route ways embracing 21st century technologies • Including everyone and removing geographic barriers • Designing new services to meet identified need • Regenerating communities – restoring the sense of 'place'

Measuring Impact Matters

- Producing an annual Social Impact Report
- Measuring customer and stakeholder experiences and feedback
- Collecting social, performance and environmental data across the full range of our business
- Publishing a range of good news stories and case studies

2.0 FIVE LAMPS HOMECARE AIMS AND OBJECTIVES

2.1 Our Aim

Five Lamps Homecare aims to:

- Provide an effective, safe, caring and responsive domiciliary care service which meets the aspirations of service users, our staff and key stakeholders by enhancing personal dignity, wellbeing and independence.

2.2 Our Objectives

Five Lamps Homecare Services will achieve this by:

- Communicating effectively with individuals and their support network regarding decisions that will have an effect on them.
- Enabling people to exercise choice and control over their own lives.
- Facilitating and encouraging the engagement of family and friends.
- Developing approaches to meet the “wider” needs of individuals and help facilitate independence, prevent deterioration and enhance wellbeing.
- Enabling participation as active and equal citizens both economically and socially.
- Creating added social value.
- Engaging, involving and motivating staff to ensure a high performing, motivated and committed workforce.
- Promoting continuous improvement and supporting best practice which is compliant with all extant legislative and regulatory requirements.
- Embracing and promoting people’s diversities.

As a social enterprise rooted with the community we serve; Five Lamps Homecare Services will reinvest any profits back into the service to deliver high quality care and support.

We will also strive to achieve;

- A greater consistency and stability in service delivery;
- Have a clear social purpose / value and ambition that employees, volunteers and service user embrace and can be measured;
- Seek to diversify with complimentary services to strengthen social purpose and financial capability;
- Establish effective synergies with volunteering opportunities throughout the Voluntary, Community and Social Enterprise Sector to maximize wellbeing;
- Tackle social isolation, welfare and wider welfare issues, spending more time helping to enable and facilitate;

- Provide ‘multi-disciplinary connectivity’ e.g. with GPs, nurses, social workers, police, etc.;
- Take a key role in coordinating day to day wellbeing;
- Promoting independence rather than dependence; and
- Develop better uses of new models of care technology.

3.0 LOCATION

3.1 Office Base

Five Lamps Homecare Services staff will all be based from the Homecare office which is situated at South Thornaby Community Centre located at;

South Thornaby Community Centre
 Havilland Road
 Thornaby
 Stockton-on-Tees
 TS17 9JG

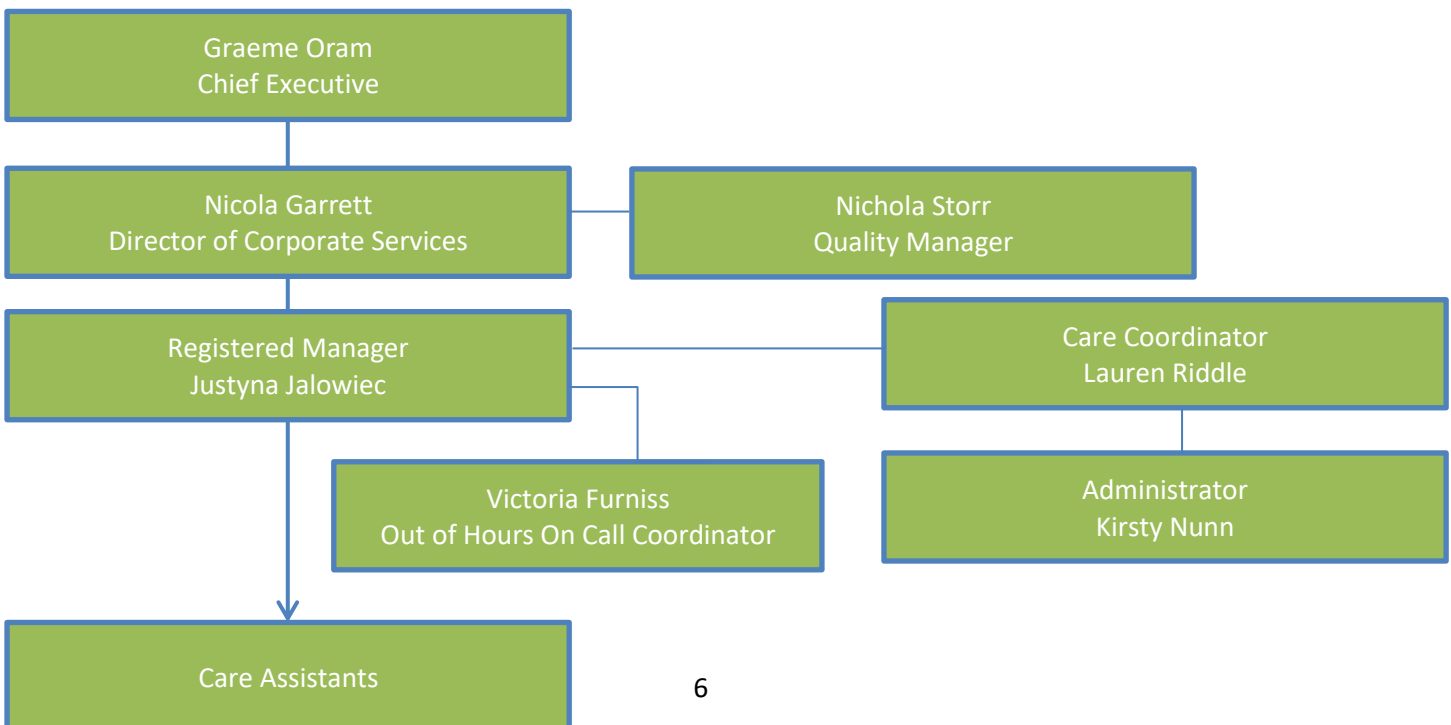
3.2 Hours of Operation

Five Lamps Homecare Services will be available between the hours of 07:00 and 23:00. Our Homecare office is manned from 07:00 till 18:30 Monday to Friday.

Out of hours from 18:30 to 07:00 and from 18:30 on a Friday to 07:00 on the following Monday for weekends will be provided by appropriately qualified and experienced out of office duty staff; primarily consisting of the Registered Manager and Care Coordinator.

3.3 Management Structure

Five Lamps Homecare Services will have the following management structure.



3.4 Training

Five Lamps Homecare Services staff consisting of the Registered Manager, Care Coordinator, Administrator and Care Assistants will continually undergo regular refresher training in mandatory areas including;

- Corporate Induction (including Skills for Care CIS)
- Safer People Handling
- Infection Control
- Medication, Safe Handling (up to level 3)
- Safeguarding Adults Awareness-SBC/KWANGO e-learning
- Health & Safety and Emergency First Aid
- Food Hygiene Level 2 Certificate
- Nutrition and Hydration
- Mental Capacity Act-SBC/KWANGO e-learning
- DOLS
- Fire Awareness and Safety
- Child Protection
- Equality and Diversity (including Equalities Act 2010)
- Recording and Reporting
- Restraint (practice, risks and links to safeguarding)

In addition; our staff will received training and awareness in;

- Early signs and detection of dementia.
- Planning meals with nutritional benefits within timeframes available to staff.
- Craft and stimuli activities to help individuals with continued mind and body functions.
- Risk assessment/Richter style eyes and ears for additional needs and added benefits for individuals.
- Technological aids available which can support and benefit individuals and their families.

3.5 Services & Regulatory Activities

Five Lamps Homecare Services offer a domiciliary care service to older people aged 65 and over.

Our services will include ongoing feedback and improvement via;

- Ongoing risk assessments
- Continued training for all staff
- Regular supervisions
- Appraisals and personal development plans for all staff
- Quality assurance and reviews of care documents
- A clear understanding of complaints procedures