



FIVE LAMPS HOME CARE

— *Making People Matter* —

STATEMENT OF PURPOSE

REGISTERED PROVIDER

The Five Lamps Organisation, Eldon Street, Thornaby, Stockton-on-Tees, TS17 7DJ
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1.0 ABOUT FIVE LAMPS

The Five Lamps Organisation (Five Lamps) is a Registered Charity (702314) and company limited by guarantee (2441319) which has been established for over 35 years. We are based in Thornaby, Stockton-on-Tees and provide a wide range of services to socially, economically and financially excluded individuals.

We deliver this through our four integrated business divisions - Economic Development; Financial Inclusion & Housing, Youth Services and Home Care. The impact of our work spans:

- Supporting long-term unemployed people back into work
- Providing training, employment and qualifications to Not in Education, Employment or Training (NEET) young people
- Supporting customers on their enterprise journey from enterprise coaching, mentoring, business planning and accessing finance for start-ups
- Providing evening and weekend youth club activities, including 2 sessions dedicated to young people with special needs from our purpose built youth centre 'The Youthy'
- Refurbishing and letting previously long term empty properties
- Providing affordable personal loans to individuals who are unable to access mainstream support through our brands 'Conduit' and 'Conduit Scotland'. Our person lending activities are delivered via our Trading Company 'Five Lamps Trading Limited', which is wholly owned by Five Lamps Charity
- Providing a domiciliary home care service to people aged 65 and over within Stockton South
- Supporting people aged over 50 on their return home from hospital
- Delivering a free breakfast club to families throughout the school holidays who may be at risk of holiday hunger

Five Lamps is committed to being 'a different kind of 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 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	A nationally-recognised charitable business working with excluded individuals and families in the most disadvantaged communities
Delivered Through	Trusted Brand Quality Assured Services Making People Matter Superior Contract Performance Measured Social Impact Social Investment Skilled & Motivated Workforce Expanding Geographic Reach Revenue Generated via Stronger Balance Sheet

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	<ul style="list-style-type: none"> • 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.

2.3 Good News Story: Dishing Out Essentials Thanks To Local Donations



Thanks to a donation of food and supplies from Holy Rosary Church in Billingham and also Morrison's in Teesside Park, Five Lamps have today delivered 26 food parcels to their customers who live in Thornaby and surrounding areas.

During these difficult and unprecedented times, Five Lamps have received a number of requests from customers who are in need of food or essential items.

Many of the requests are from individuals and families who have had a significant drop in their income, due to losing work or who are self-employed and unable to trade at the moment.

Five Lamps Home Care, Care Assistants have also reported that a number of Service Users who are being shielded due to their age or underlying health conditions are also unable to access essential food supplies.

Thanks to the donation of food and also thanks to Five Lamps staff who have volunteered their time to collect the donations and prepare the parcels, Five Lamps were able to provide a parcel of fresh and tinned foods as well as sanitary products to 26 households, in Thornaby and Stockton on Tees.

Amy Richardson, Five Lamps Marketing and Campaigns Manager said, "Thank you so much to Holy Rosary Church and Morrison's who have donated food and supplies. Our frontline workers have been able to see first-hand the rising need for food parcels during this time. We have been able to reach 26 households today; however, we are aware of many others who would also benefit from a food parcel. We hope that we can continue to provide food parcels on a weekly basis and donations are key to enable us to do this."

April 2020

3.0 LOCATION

3.1 Office Base

Five Lamps Homecare Services staff will all be based from the Homecare office which is situated at Five Lamps Head Office

The Five Lamps Organisation
Eldon Street, Thornaby, Stockton-on-Tees, TS17 7DJ
Tel: 01642 608316
Email@ homecare@fivelamps.org.uk

From mid-July 2020, we will also be delivering domiciliary care services at:

Parkside Court Extra Care Scheme
Cumbernauld Road, Thornaby
Stockton-on-Tees, TS17 9FB
Tel: 01642 608316
Email@ homecare@fivelamps.org.uk

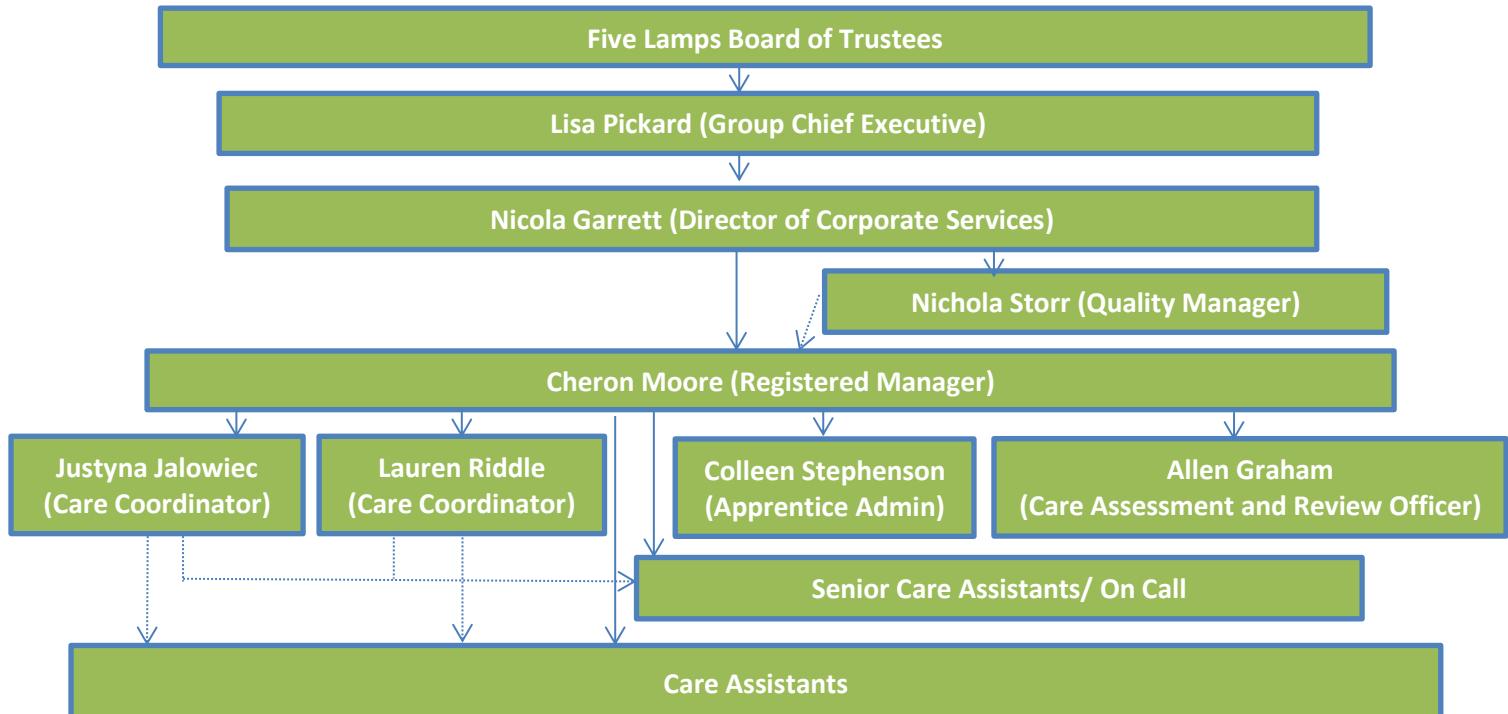
3.2 Hours of Operation

Five Lamps Homecare Services will be available between the hours of 07:00 and 23:00. Our Head Office Homecare office is staffed from 07:00 till 18:30 Monday to Friday. The office at Parkside Extra-Care scheme is staffed from 07:00 til 17:00 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.

We operate 24/7 staffing at Parkside Court Extra Care Scheme.

3.3 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 receive 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 55 and over; people with Dementia, Adults with Physical and Sensory Impairment (18-64), Adults with Mental Health problems (18-64), Adults with Learning Disabilities (18-64) and Children and Young People (0-18/19 years).

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