

# Statement of Purpose

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## 1. OVERVIEW

As per Health & Social Care Act 2008, Regulation 12, Schedule 3

### Providers Name and Legal Status

CHRISTIES CARE LTD **PROVIDER ID:** 1-138279808

### **BUSINESS ADDRESS:**

ROSE HOUSE, STREET FARM ROAD, SAXMUNDHAM, SUFFOLK, IP17 1AL

**PHONE:** 01728 605000

**FAX:** 01728 605036

**EMAIL:** [directors@christiescare.com](mailto:directors@christiescare.com)

### **DIRECTORS:**

Hugh Gathorne Hardy – Chairman and Responsible Individual

Freddy Gathorne Hardy – Managing Director

Caroline Gathorne Hardy – Director

Charlotte Driver-Young – Director, Company Secretary and Nominated Individual

**COMPANY REGISTRATION NUMBER:** 2666470

## 2. AIMS & OBJECTIVES

**PURPOSE:** To Make Life Better

### CHRISTIES CARE COMMITMENT:

To provide outstanding live-in and visiting home care, personalised to the wants, needs and wishes of the client, to enable them to continue to live safely and happily in their own home.

#### CONTINUITY & COMPATIBILITY

Christies Care aims to empower our clients to continue to live independently in the comfort and familiar surroundings of their own home at a time when they would not be able to do so without support. With a regular rota of carers matched for compatibility, clients (and their families) can feel confident that they are in the safe hands of someone who genuinely cares.

#### CUSTOMER SERVICE & COMMUNICATION

As a family owned and run company, we support our clients and carers like members of our family - no-one is just a "number". We value our clients and carers. We listen; and have the right, personalised conversations to ensure they are fully supported, and individual needs are met. We work collaboratively with lead clinicians/external stakeholders to ensure that our client's support plans are developed to ensure that their specific needs are met.

#### CONFIDENCE

We have outstanding carers, who make our clients happy. We invest time, effort, and money into our carers; their rigorous selection, their industry-leading training and their happiness. They have the skills, confidence, **COMPASSION**, and values to deliver the very best care.

#### COMPLIANCE

Our Quality and Safeguarding team ensures the company is compliant with relevant legislation and policy relevant to maintaining trust and confidentiality, as well as to ensure we provide high quality care.

#### VALUES:

- Do as you would be done by
- Bring positive energy
- Be outstanding
- Do what you say you will do

### 3. REGULATED ACTIVITIES

- Personal Care
- Treatment of disease, disorder or injury

### 4. LOCATION

Rose House Street Farm Road Saxmundham Suffolk, IP17 1AL.  
The above address is for Live in Care and Hourly Care.

### 5. DESCRIPTION OF LOCATION

Our offices are situated on the outskirts of Saxmundham, Suffolk and are easily accessible by rail, bus or car. We have disabled access and parking.

We have two purpose-built office blocks, three accommodation blocks for our carers – either when on training or for somewhere to stay on their weeks off. Cost of this accommodation is subsidised by the company. They offer an internet café, fully equipped kitchen and lounge for our carers and free Wi Fi for our carers to chat to their families and friends.

We also have a purpose-built bedroom and en-suite wet room for use by disabled clients who wish to visit us, participate in our training courses or just stay for a short break with their carer.

24-hour live-in care is provided in the client's own homes all across the UK by our carers.

Hourly care is provided to our clients in their own homes.

### 6. SERVICE USER BANDS MANAGED FROM THIS LOCATION

- Learning disabilities or autistic spectrum disorder
- Adults aged 18-65
- Adults ages 65+
- Mental health
- Physical disability
- Sensory impairment
- Dementia
- People who misuse drugs & alcohol
- People with eating disorders

### 7. REGISTERED MANAGER DETAILS

Charlotte Driver-Young  
Rose House, Street Farm Road, Saxmundham, Suffolk, IP17 1AL  
Landline: 01728 605013  
Mobile: 07485 231047  
Email: charlotted@christiescare.com

## 8. OUR COMPLAINTS PROCEDURE

To make sure that the service we provide matches your needs and expectations, we welcome any comments you may care to make. You are entitled to make complaints at any time. If you wish to complain about the service you are receiving from Christies Care Ltd, or from a Carer we have introduced, you should follow the steps below:

You should, if possible, discuss the problem with your Carer who will do her/his best to resolve the problem quickly and to your satisfaction. If you are a person using our services under contract to a local authority, you have recourse to the Social Services Department's own complaints procedures in order to make complaints about our service, but please speak to us first if possible.

If you cannot discuss the problem with your Carer or they are unable to resolve the problem, you should contact your Booking Co-ordinator at Christies Care Ltd, Rose House, Street Farm Rd, Saxmundham, Suffolk, IP17 1AL.

Our Quality Control Team will try and solve the problem at once. If you explain the complaint clearly over the telephone, it does not have to be in writing: we can start acting at once. If necessary, we will take a transcript from your conversation (all our telephone calls are recorded), so we can agree the details of your complaint.

We will act quickly to gather as much evidence as we can from all parties. We cannot simply listen to one side: we will be as quick and thorough as possible and aim to resolve the majority of complaints within 28 days, complaints will be acknowledged within two working days.

If you do not want to make the complaint yourself and you do not know someone who will talk to us on your behalf, we will find someone independent of Christies Care Ltd to act for you.

If there is no immediate solution, we will investigate your complaint fully, contacting those concerned. We will then write to you with details of our findings, any action we have taken, and proposals to resolve your complaint. Normally, we will come to an agreed solution much more quickly, but it may take up to 28 days.

If you are unhappy with the way in which our Complaints Department is dealing or has dealt with your complaint you can contact: -

Charlotte Driver, Head of Operations/Registered Manager, Christies Care Ltd, Rose House, Street Farm Road, Saxmundham, Suffolk, IP17 1AL. Telephone: 01728 605013 / 07485 231047 or email: [charlotted@christiescare.com](mailto:charlotted@christiescare.com)

Once your complaint has been fully dealt with by Christies Care Ltd, if you are still not satisfied with the outcome you can refer your complaint to the Local Government Ombudsman (LGO) and ask for it to be reviewed. The LGO provides a free, independent service.

The LGO Advice Team can be contacted for information and advice, or to register your complaint go to the website and complete the on-line complaint form.

Tel: 0300 061 0614

Website: [www.lgo.org.uk](http://www.lgo.org.uk)

The LGO will not usually investigate a complaint until the provider has had an opportunity to respond and resolve matters. Our service is registered with and regulated by the Care Quality Commission

(CQC). The CQC cannot get involved in individual complaints about providers but is happy to receive information about our services at any time.

You can contact the CQC at:

Care Quality Commission National Customer Service Centre  
Citygate Gallowgate  
Newcastle Upon Tyne  
NE1 4PA  
Tel: 03000 616161  
Website: [www.cqc.org.uk/contactus](http://www.cqc.org.uk/contactus)

## 9. OTHER FORMATS

If you require any of our documentation in any other format e.g., Large Print, Braille, Makaton style or in the language of your choice, please contact us and it will be made available.