

**BRIGHTER LIVING CARE**

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**STATEMENT OF PURPOSE**

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**Brighter Living Care Ltd  
Suite 347, Thames Valley Park, 400  
Thames Park Dr, Earley,  
Reading, Berkshire, United Kingdom,  
RG6 1PT**

## **BRIGHTER LIVING CARE**

### Aims and Objectives

Brighter Living Care Support Providers is a specialist independent provider offers 24-hour support to individuals with a learning disability and / or a mental health diagnosis through a person-centred care approach.

The aim of the service is to provide a safe and person centered care that promotes empowerment, independence and choice, whilst enhancing our service users daily living skills, enabling individuals to move on to a less supported setting.

### **Age Range**

This service is intended for people aged 18 years old and over.

### **Aims and Objectives**

- To provide support that is tailored to each service user's individual needs.
- To empower service users to lead as independent a life as possible.
- To provide services that are anti-discriminatory.
- To provide a service that takes into account service user's preferences, wishes, personal circumstances and individual abilities.
- To provide our service users with support of the highest quality within their own home environment.

### **How Do We Achieve These Objectives?**

- By working to an individual plan of support that has been agreed with the service user.
- By working with service users to promote and, where possible, increase their independence.
- By treating all service users with dignity and respect.
- By encouraging service users to be involved in the development of the service.
- By ensuring that trained and competent staff provides support.
- By supporting service users to access all community services available to them.

## **BRIGHTER LIVING CARE**

### **Mission Statement:**

We are here to provide personalised support that enables individuals to lead valued and meaningful lives in the community.

### **Our Values**

- **Impact** – We make a positive difference to people's lives enabling greater independence, better outcomes and increased choice.
- **Innovative** – We embrace a culture for change that strives for continuous improvement, reflection and achievement of excellence.
- **Inspirational** – We promote imagination and positivity, motivating our staff and the people we support.
- **Inclusive** – We positively welcome diversity of background, ethnicity, skills, talents and contributions from everyone.
- **Integrity** – We respect all people as individuals and treat them with compassion and consideration. In all our dealings we are open, honest, accounting and transparent.

### **Services**

- Supported living
- Domiciliary Care

### **Specialisms/services**

- Learning Disabilities
- Mental Health Conditions

We will tailor bespoke packages of care, based on the individual's assessment which reflects the person's unique needs and wishes. Learning Disabilities and Mental Health is our specialism. Our staff are trained in Learning Disability and Mental Health.

The care plan directs how the person will be supported to achieve outcome determined and focussed goals. We work with the placing Local Authority to ensure the placement is successful and joint working is essential to ensure success.

We foster partnerships with our local agencies, and their placing authorities, voluntary organisations, statutory agencies and the local community, we seek to ensure our customers have their needs met and voices heard.

### **Our Objectives are:**

- Brighter Living Care strives to support our customers to acquire skills to remain as independent as possible and to maximise their quality of life.
- To develop a bespoke person-centred package of support and guidance helping them to work through a comprehensive Pathway to independence.
- To promote safety for our customers by ensuring that each of them has a holistic risk assessment, that is regularly reviewed.
- To enable our customers to meet their health and emotional needs.

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- To promote and maintain positive relationships that benefit our customers and their circle of support to enable them to develop their identity, self-respect and caring for their own well-being.
- To encourage learning, education, training and employment opportunities.
- To guide our customers to develop skills to communicate and interact effectively with others enabling integration and contributing to the community in a positive manner.
- To ensure that each customer has keyworker sessions to meet individual needs.
- To work in partnership with relevant adults, education, health and social care professionals to meet goals as directed.
- To ensure high quality yet cost effective services delivered around the assessed needs of the Customers.
- To promote an anti-discriminatory culture enhancing a climate of trust and respect.
- To help our customers to discuss choices and decisions in all areas of their lives and guide them positively.
- To encourage our customers to participate and be involved in activities in and outside of the home.
- We aim to provide a warm relaxed atmosphere, whilst respecting the privacy and independence of our customers at all times.
- We foster a person-centred approach which is reflected in our practice. Pathway Reviews and transitional support plan (independent living skills programme) are person centred.
- To develop a realistic plan and relevant support as the person/adult works toward the goals that they have identified to achieve independence.
- To promote a culture that respects and encourages diversity, trust and respect.
- Support with signposting and knowledge of resources in the community
- We support individuals with budgeting skills.
- We encourage our customers with preparation of meals and basic cooking skills.
- Healthy eating is encouraged.
- We will support our customers with appointments and understanding correspondence.
- Brighter Living Care supports cultural and religious freedom as we respect the right of our customers to choose their beliefs. If needed they will be supported to follow chosen religious practices and signposted to relevant places of worship.
- Brighter Living Care encourages a culture which promotes high quality care and positive relationships based on mutual respect and understanding between staff and customer.
- Brighter Living Care has an equality and diversity policy in place which identifies the rights of our customers to receive an appropriate service that aims to meet their individual needs and as an organisation, we follow anti-discriminatory practice ensuring Equal opportunities. We employ Anti-bullying practice and have a Whistle blowing Policy to ensure fair practice.

### Quality Standards

Brighter Living Care strives to ensure all our care and support provided is underpinned by the CQC Quality Standards.

### 'Quality and purpose of care standard'

Brighter Living Care ensures all people supported benefit from bespoke and tailored packages of care that are shaped around the person and based upon their individual needs.

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### 'Health and well-being standard'

Our customer's health and well-being is consistently promoted and furthermore prioritised above all else. We ensure all our customers have access to local health amenities and are looked after and cared for by a staffing team that understand their individual health needs, and how they must be met. We promote healthy eating and a healthy lifestyle are championed, and we ask and expect all our staff to act as appropriate role models to our customers and reinforce these important values of healthy living.

### 'Positive relationships standard'

We encourage our customers to develop and sustain positive and meaningful relationships with our staff, and within our local communities. To help facilitate these relationships customers benefit from individual and tailored behaviour management plans to help meet their emotional and intellectual needs. We believe an essential element to supporting children and people and their presenting behaviours is establishing mutual trust and respect. This is the same ethos for our support of vulnerable adults where we ensure all have choice and control over their lives.

### 'Leadership and management standard'

Brighter Living Care believe in employing a quality workforce that ensures our customers are cared for by trained, qualified and experienced members of staff. We continue to place an emphasis on empowering leaders within the organisation who each possess the ability to inspire and motivate those around them to help to establish and promote a culture of learning and continued professional development.

### Care planning standard

At the very core of our organisation is promoting positive outcomes wherever possible for our customers. To facilitate this process, we ensure we have robust quality assurance processes in place.

This ensures we receive all the relevant paperwork and historical information necessary to complete accurate baseline assessments on referrals to the service, from which future outcomes can then be measured against. We ensure this is amended and updated accordingly in order to provide current assessments of circumstances and need, which may then impact on care delivery.

### Practical Skills

The person-centred plan aims to bring stability to a person's life. We realise there are challenges to achieving and we aim to work together to overcome this.

Developing daily living skills is focussed on not only removing obstacles to achieving successful outcomes but also translate to practical daily situations necessary for positive transition to Supported Living and a pathway to independent living.

The ability of a person to understand the practical skills in society e.g. issues relating to housing, education, money, benefits budgeting accessing services etc, creates a strong foundation for success in society.

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### Admissions Criteria

Brighter Living Care completes an assessment at the point of referral.

A needs and risk assessment is completed for all referred to the service which informs the care plan. We use a traffic light system to highlight risks measures to reduce the risks. Easy read documents are available as required.

The compatibility and matching of customers and staff is key to determining the success.

### Supported living services :

Our experienced staff will support you in the day to day running of your home. The aim will be to develop key areas - exploring your choices, building competence and increasing your confidence and independence. You will be supported and encouraged in important areas such as;

- Developing domestic and life skills
- Developing social skills and the use of appropriate behavior
- Advice, advocacy and liaison
- Help in managing finances and benefit claims, Direct Payments and Individualized Budgets
- Help in establishing social contacts and activities
- Help in establishing personal safety and security
- Promoting and monitoring of health and well-being
- Supporting and monitoring medication
- Help with shopping, food preparation and cooking
- Support to access the local community, college, work placements, leisure facilities and organizations of your choice

### Domiciliary Care Services:

Description of our Services and Facilities: Domiciliary Care Services:

We provide Domiciliary Care services, and Personal Care services, which is a regulated activity. We provide safe, Service User focused, 24 hour, seven-day services. We facilitate semi-independence for adults with learning disabilities leaving care. This is achieved by supporting them within their own home.

The type of support we provide can include:

Personal care – washing, showering, bathing, dressing, undressing, continence management, management of mobility, nutritional needs care, maintaining fluid intake, assistance with getting up and going to bed

Domestic help – shopping, housework, laundry, finances/pension collection, meal preparation, social integration, social visits, outings, day or night sitting services

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Specialist services – support of people with Autism, support of people with severe epilepsy including the use of rescue medications , behaviour management

### **QUALITY ASSURANCE**

The service will be regularly audited and evaluated against the Health & Social Care Act 2008 (Regulated Activities) Regulations 2010 and The Care Act 2014 plus essential standards of the Care Quality Commission.

Monitoring visits to individuals supported will be arranged by managers on a regular basis to ensure the service continues to provide safe and appropriate care which supports the identified needs and protects their rights.

Brighter Living Care will identify and manage risks whilst seeking professional safety advice when required.

Brighter Living Care will complete an annual Quality Assurance Survey which together with advisory reports and information from the Care Quality Commission, which will be incorporated to promote continuous service improvement.

Independent monitoring of care quality will be carried out separately by the placing Authority Commissioning Team.

### **STAFF**

All our staff will have a wealth of experience in working with our client group and are driven by passion plus belief in the person they support to provide an appropriate role model.

Our staff complement reflects diversity and we promote equal opportunities within our organisation. All our staff hold mandatory qualifications with more specialised accessible training opportunities.

Skills for Care provide courses to encourage attainment of the Quality and Credit Framework.

All staff has DBS checks and a rigorous recruitment process is followed in line with Safer Recruitment Guidelines.

### **COMPLAINTS POLICY AND PROCEDURE**

Even with the most conscientious and responsive care, it is inevitable that we will not please everyone all the time. Comments and complaints will be listened to and acted on effectively and clients will not be discriminated against for making a complaint.

The client, or his representative on his behalf, has the absolute right to comment or complain and the Complaints Policy Procedure will be used. A copy of this policy will be included in the information provided to all clients.

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### SAFEGUARDING

Brighter Living Care has provided a copy of the organisation's Safeguarding Policy, in accessible format where required. Safeguarding Protocol and Procedures are in line with the Care Act of 2014 and staff are trained to identify signs of abuse/ concerns and report this appropriately according to procedure. A missing person's protocol is followed in the cases of customers going missing.

Staff are also trained to recognise Modern Slavery/ trafficking and report related to Child Sexual exploitation. Drug and Substance Misuse policy promote a drug free home but where support is required for an individual appropriate referral procedures are in place.

### LOCAL ADVOCACY SERVICES

Brighter Living Care will make people we support aware of local advocacy services and refer as appropriate.

Referrals to other relevant services are available to the customers as assessed.

### INSURANCE

Brighter Living Care has Public Liability, Employer's Liability and Professional indemnity.

Insurance detail:           Brighter Living Care LTD

### COMPANY DETAILS

Private limited company: Company number **11951353**

CQC Registration:       Nominated individual – Pravin Bhanudasrao

Registered Manager - Pravin Bhanudasrao

### Contact Details:

Registered Manager: Pravin Bhanudasrao

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