

# Aurora

# The Reynard Care & Support Agency Ltd

Promoting independence  
Providing support for young people with learning disabilities

## Statement of Purpose

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September 2023

## **The Aurora Reynard Care & Support Agency Ltd**

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## **1. Mission Statement**

Our main objective is to provide the highest quality care and support service to meet the individual needs of young people with learning disabilities in a dignified and respectful way. We promote individual choice while considering the personal health and safety situation of each person.

Support is offered on a practical day-to-day basis with hours that suit the individual, whether this is in a domestic, learning, social or vulnerable situation. This enables them to live more full and independent lives and to integrate and take full advantage of everything their community has to offer.

## **2. Our Purpose**

The Aurora Reynard Care & Support Agency is an independent 24/7 Domiciliary Agency assisting young people with learning disabilities in the community. We cover, support and care for those who live in their homes and want to be independent. We are able to support young people in a variety of situations.

Our aim is to provide personalised care and support to young adults with learning difficulties. As part of our service and commitment, we will assist individuals with strategies and support to integrate with the community socially as well as in the working environment, while developing their independence skills.

## **3. Services-Aims and Objectives**

The type of service delivered at this location is: - Domiciliary Care Service (DCS) and Supported Living Service (SLS)

The Regulated Activity carried out at this location is: - Personal Care

1. All young people are encouraged to maintain as much independence and individuality as possible in the following ways: -
  - Providing as tactfully as possible, human, or technical assistance when it is needed.
  - Maximising the abilities of the individual to retain self-care, for independent interaction with others and for carrying out the tasks of daily living unaided.
  - Helping young people achieve autonomy and independence of personal decision making, including the assumption of reasonable and fully thought-out risks.
  - Promoting opportunities for young people to establish and retain contacts beyond their home.
  - Encouraging young people to have access to and contribute to the records of their own care. All young people will receive a copy of their care plan.
  
2. We aim to help young people, exercise the opportunity to select from a range of options in all aspects of their lives in the following ways: -
  - By encouraging young people to exercise choice and to be given options to produce with the participation of each young person regular update and thoroughly implement a service user plan of care, based on initial and the continuing assessment.

- Assist in obtaining knowledge about conditions and prospects, options and opportunities and other ways of improving the individual's life.
  - Take steps to safeguard the young person's privacy and dignity in all aspects of the delivery of health and personal care.
3. To deliver the best possible care for the individual: -
- By delivering personal care in a manner which is non-discriminatory, sensitive to the cultural needs of the individual and respectful of their environments and traditions.
  - Ensuring that confidential information is protected at all times, and only shared with others strictly in accordance with our policy on confidentiality.
  - By providing a high quality flexible responsive and no-intrusive service that is tailored to the needs of the individual.
4. We strive to retain as much privacy as possible for our young people in the following ways: -
- Giving help to personal situations as discreetly as possible
  - Guaranteeing privacy from unnecessary intrusion
5. The need for support can threaten to undermine dignity, we preserve respect for the people we support in the following ways: -
- Treating each person as a valued individual
  - Helping them to present themselves to others as they wish through their own clothing personal appearance and behaviour in public.
6. To employ care workers who provide a comprehensive range of Domiciliary Care knowledge and experience to assist in the following areas: -
- a) Practical help to promote and support independent living.
  - b) Personal care
  - c) Specific medical needs
  - d) Support for appointments
  - e) Sleep ins/awake nights
  - f) Check calls.
  - g) Medication
  - h) Technical support
  - i) Social support
7. To work in partnership with other agencies involved in the care or life of the individual in order to ensure outstanding service; -
- Keeping in contact with relatives/social workers
  - Working together with other key agencies
  - Keeping accurate and detailed records

All staff are dedicated and aim to maintain friendly and understanding relationships with each individual.

Our objectives are to provide inclusive support where young people with learning disabilities can enjoy independence and individuality.

The Aurora Reynard Care & Support Agency Ltd is committed to making full and appropriate use of company facilities for the benefit of those with learning disabilities.

## **5. Staffing arrangements**

The staff team comprises of:

- The Registered Manager
- Senior Care Support Worker
- A team of Care Support Workers

All Care staff have a wealth of experience and skills, are rigorously trained and have/ work towards Health and Social Care Level 3 qualifications. Staff also have regular First Aid, Health and Safety, Food Hygiene and Manual Handling training.

## **6. Experience and qualifications of staff**

### **Nominated Individual: Susie Palmer**

Susie is Head of Care at Aurora Foxes; she is fully qualified in managing health and care services holding a Level 5 Diploma in Health and Social Care and Young People's Services – Adults Advanced Practice. Susie is a Deputy Designated Safeguarding Lead and has experience of collaborating with external therapists/services.

Susie has years of experience in working with and managing services for young people with a range of learning disabilities. Her motivation is to ensure a service delivery that inspires, nurtures, and promotes independence.

Her years of experience in developing systems and driving to improve services empowers her with the understanding of what young people need to live full healthy lives.

### **Registered Manager: Kerry Knapman**

Kerry has worked for Aurora Reynard care and support agency for over 6 years, the last two as Deputy Manager, she is Currently in the process of completing her level 5 Diploma in health and social care and Level 5 apprenticeship in Leadership and Management.

During her 6 years of working at Aurora Reynard Care and Support Agency, Kerry has gained experience in Domiciliary Care and providing care/support to young adults with learning disabilities, Kerry is committed to supporting young people to become independent and fulfil their potential, she does this by caring for young people and meeting their needs.

Kerry is a good role model for the staff team and is motivated to ensure outstanding care is provided.

### **Care Support staff**

All staff at The Aurora Reynard Care & Support Agency Ltd are trained to the highest level to give the best possible care and support to the young people. Highly trained staff are the key to our success, as this enables them to deliver care and support to the highest standard for each individual.

All staff will receive specialist training, this is delivered based on the needs of the individual young people. Training will include the following.

- Level 3 Diploma Health and Social Care (Level 5 for manager)
- Food Safety Level 1, 2
- Nutrition awareness
- Manual Handling
- First Aid
- Safeguarding/child protection (induction and Level 1)
- Confidentiality awareness/ GDPR/ Data protection
- Equality and Diversity
- COSHH (induction and regular reviews)
- Fire safety (induction and regular reviews)
- Medication awareness
- Mental Capacity and Deprivation of Liberty
- Health and Safety (induction and Level 2)
- Makaton
- Understanding Autism
- Understanding Learning Disabilities
- Supervision and appraisals (Manager)
- Safer recruitment (Manger)

Our intention is to have a balanced staff team in regard to age and gender. Staff are recruited using the company's safer recruitment policy.

The Registered Manager has regular meetings and monthly formal supervisions with the Responsible Individual. The Registered Manager and Care Support Workers have ongoing informal supervision and monthly formal supervisions with the Manager. The team meet every month.

Training and other opportunities for continued professional development (CPD) are agreed at supervision and sponsored by The Aurora Reynard Care & Support Agency Ltd. CPD is monitored for quality and the impact noted in observations and appraisals.

Compulsory training e.g., Care Certificate induction is started within 7 days of taking up an appointment and completed within 6 months.

## **7. Equalities Policy**

The Aurora Reynard Care & Support Agency Ltd embraces the vision of equality, diversity and inclusion and recognises the individuality of each and every young person, creating a truly equal and inclusive environment.

## **8. Looking after the young person's health**

All young people's health needs are assessed to ensure care package's meets their needs, taking into account all available information about their health history.

All health needs are met through consultation with specialist services where necessary in addition to general health protection.

The Registered Manager and all staff have first aid training which is regularly updated, we also have strong links with Minehead Medical center, who have delivers training for us around aspects of health not covered by standard first aid such as diabetes, UTI testing, and eye and ear drop training.

Young people are encouraged to live a healthy lifestyle through learning about healthy eating, participating in regular exercise, engaging in hobbies and interests, learning how to relax, and engaging with therapists if appropriate.

## **9. Religion, culture, and ethnicity**

The Aurora Reynard Care & Support Agency Ltd respects and celebrates the diversity of cultures, ethnic identities, and traditions. Young people will be encouraged to celebrate their racial and cultural identity and staff will help them to be involved in cultural and other events that are important to their faith or culture.

## **10. Safeguarding Procedures**

The Aurora Reynard Care & Support Agency has a commitment and responsibility to safeguard the welfare of all children and young people regardless of age, disability, gender, racial heritage, religious belief, sexual orientation, or identity.

All staff undertake safeguarding training on a regular basis.

We seek to safeguard all service users by: -

- ✓ Valuing, listening, and respecting them. Adopting safeguarding guidelines
- ✓ Stringent procedures and a code of conduct for staff
- ✓ Recruiting staff safely and at an enhanced DBS level
- ✓ Sharing information about concerns with agencies/carers appropriately
- ✓ Our commitment to reviewing policies, practices, and procedures annually.

All staff are aware of, and alert to, the signs and symptoms of abuse. Any concern or allegation is recorded immediately via "My Concern" and is followed up the Designated Safeguarding Lead or Deputy who will take any necessary actions. The Safeguarding process is overseen by the senior leadership & safeguarding team, weekly and Governance, termly, to ensure the quality of process and that actions are completed in a timely manner.

## **12. Quality Assurance**

In addition to the external inspection from Care Quality Commission, The Aurora Reynard Care & Support Agency Ltd has its own quality assurance cycle. Rigorous checks are made on Care, Health and Safety and all related Policies on a regular basis.



Delivering a high quality and person-centred service is a main priority for The Aurora Reynard Care & Support Agency Ltd. We monitor the quality of support and appreciate views on support given. Either through verbal feedback, or written surveys, compliments, and complaints, we ensure we are meeting individual needs.

Quality assurance starts with recruitment of the best team possible and continues with systematic and ongoing development and monitoring of the work performance.

We also monitor our team's needs on a regular basis through supervision, team meetings and training both internally and externally. In addition, Aurora has a Quality Assurance team who undertake spot checks and auditing visits on a regular basis.

### **13. Complaints**

There may be occasions when a young person, carer, or relative wishes to raise a concern or make a formal complaint.

All young people are encouraged to feel free about raising concerns. It is hoped that a discussion with our Registered Manager will resolve any issue. It may be necessary, however, to carry out an investigation. If this is the case, then a formal complaints procedure will be followed. All young people we care for are aware of the complaints procedure and are fully conversant with their personal rights and responsibilities.

Learning from complaints helps us to improve the care and service we provide.