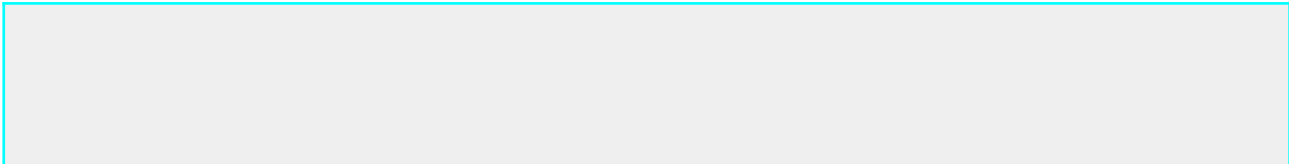


**CLOCKTOWER ENTERPRISES CIC**

**CLOCKTOWER  
ENTERPRISES  
CIC  
STATEMENT  
OF  
PURPOSE**

**CLOCKTOWER ENTERPRISES CIC LIMITED IS A DOMICILLIARY  
SUPPORT AND CARE AGENCY**

2022-2023



**STATEMENT OF PURPOSE  
CLOCKTOWER ENTERPRISES CIC**

<b>1. SERVICE PROVIDER</b>	CLOCKTOWER ENTERPRISES CIC Domiciliary Care and Support Agency
<b>LEGAL ENTITY</b>	Community Interest Company Limited by Guarantee
<b>RESPONSIBLE INDIVIDUAL</b>	Diane Roberts
<b>MANAGER OF SERVICE</b>	James Beresford
<b>NAME OF SERVICE</b>	CLOCKTOWER ENTERPRISES CIC
<b>ADDRESS OF SERVICE</b>	Clocktower, Coast Road, Mostyn, CH8 9DZ.
<b>2. DESCRIPTION OF THE LOCATION OF THE SERVICE</b>	Clocktower Enterprises CIC is a Domiciliary Care and Support Agency and is located on the Coast Road, Mostyn. The site is on a bus route and within walking distance from the local shops. There is ample parking on site.
<b>3(a) RANGE OF NEEDS WE CAN SUPPORT</b>	<b>Clocktower Enterprises CIC is a domiciliary support and Care agency, and we have experience of supporting people with Learning Disabilities, Physical Disabilities, those on the Autistic Spectrum, Mental Health, Complex Needs and Dementia We have an experienced, skilled trained workforce.</b>
<b>3(b) AGE RANGE OF PEOPLE USING THE SERVICE</b>	Clocktower Enterprises will provide support for people over 18.
<b>3(c) MAXIMUM CAPACITY</b>	N/A
<b>4. HOW THE SERVICE IS PROVIDED</b>	The Service will be provided by a trained, skilled, qualified, and experienced staff team.
<b>4(a) ARRANGEMENTS FOR ADMITTING, ASSESSING, PLANNING AND REVIEWING PEOPLE'S CARE</b>	When Clocktower receives a referral for a potential Service User we will complete an Initial Needs Assessment which will include Care and Emotional Needs and a Person Centered/Personal Plan. if we feel we can provide the appropriate service for the person and the individual would like us to provide their support we would complete an in depth needs assessment and Person-Centered Plan/Personal Plan and Service Delivery Plan which would include the persons aims and aspirations and agreed expected outcomes for the person. The person and any significant others and any professionals working with the person would contribute to the Plans. Social Services would provide us with a Care and Support Needs Assessment. We will also complete appropriate Risk Assessments. Clocktower CIC

	<p>Enterprises has a positive approach to Risk Management. The Person-Centered Plan/Personal Plan and Service Delivery Plan would be reviewed at least every three months or sooner if any conditions change. The review will be carried out with the person and any representative they choose to be involved.</p> <p>There will be at least an annual review with the placing Authority Social Services Care Manager or Social Worker.</p> <p>If any urgent referrals are required by the Commissioners, we will not commence service until all required assessments and care plans are completed.</p>
<p><b>4(b)STANDARD OF CARE AND SUPPORT</b></p>	<p>At Clocktower CIC Enterprises We will support individuals in their own homes and in the community. we will support with:</p> <p><b>Personal Care</b> – Toileting, showering, bathing.</p> <p><b>Medication</b> – We will support individuals with all aspects of their Medication administration. We will complete Medication Risk Assessments for all individuals who will be required to administer medication to.</p> <p><b>Physically Fitness</b> - by encouraging use of the gym, bike riding, swimming, walking, dancing, football, and recording daily exercise. Also, by encouraging healthy eating and providing healthy eating menus.</p> <p><b>Mental Health</b> - by monitoring the Person’s Mental Health and taking action if there are any changes to the Person’s mental well-being. Diane Roberts the Responsible Individual is a qualified Psychotherapist and holds a Mental Health First Aid Qualification and Mental Health Certificate Level 3. If appropriate, staff will support people to psychiatrist appointments and work closely with the LD Psychiatric Nurses. By giving the individual the opportunity and encouragement and the environment where people feel comfortable talking about their feelings, we can often prevent a person’s state of Mental Health deteriorating.</p> <p><b>Emotional Needs</b> - We complete Emotional Needs Assessments for all Service Users which helps us to identify the Individuals emotional needs, we can then ensure that the service we deliver supports the individual’s emotional needs. We will encourage and provide Service Users with the opportunities to be involved in hobbies by identifying their hobbies through the Person-Centered Plan/Personal Plan and including these in the individuals weekly Active Support Program.</p> <p>We would if required support people to attend local colleges at Deeside and Northop.</p> <p>We will support individuals with all aspects of their linguistic needs through identifying and assessing the person’s communication needs. If we did not have the resources to provide the appropriate support to meet linguistic needs, we would refer the Person to the Speech and Language Specialist. We also provide information in an appropriate format, so the person can make as far as possible informed decisions about their everyday life what they do, where they go, who they go with. Through the Person-Centered Plan/Personal Plan we would identify any cultural and religious beliefs and we would support the person to maintain their identities in relation to these.</p> <p>We will encourage the individual to maintain their family and personal relationships and provide opportunities for people to visit their friends and family</p>

	<p>and for their friends and families to visit the person. The people we support in their own homes will be involved in all aspects of their life – menu planning, shopping, preparing meals, making snacks, laundry, cleaning the house, making their beds and helping in the gardens and some DIY jobs.</p> <p>We will support people to ensure their assessed needs are met. Will meet identified outcomes through Person Centered Planning, three monthly reviews and working closely with all other stakeholders.</p>
<p><b>4 (c) LANGUAGE AND COMMUNICATION NEEDS FOR PEOPLE USING THE SERVICE</b></p>	<p>We will meet the language and communication needs for people using the service by recognizing through the assessments we complete the preferred language and communication needs for the individual. If for instance the person uses Makaton, we will ensure that people working with the person are trained in the use of Makaton. We also provide information and service users guides in a format appropriate to the persons needs for example easy read format using photographs, pictures, and symbols. If a person communicates through PECS, we will ensure that staff working with that person are familiar with PECS.</p> <p>We do not currently have any Welsh speaking people using the service. If we have individuals requesting a service in Welsh, we will ensure that they are supported wherever possible with Staff that can communicate in the Welsh language. We have a small number of staff who can speak Welsh. We will have signs in both English and Welsh if appropriate. We are working towards the Active Offer of Welsh. We will offer staff the opportunity to undertake beginners in Welsh Courses.</p>
<p><b>5(a) NUMBERS AND QUALIFICATIONS OF STAFF</b></p>	<p>Diane Roberts who is Responsible Individual for Clocktower CIC holds HNC in Social Care, NVQ Level 4 in Health and Social Care and NVQ Registered Managers Award. Diane specializes in Positive Behavioral Support and has achieved the Advanced Diploma in Positive Behavioral Support. Diane studied Psychotherapy and Counselling and holds the Liverpool University Advanced Diploma in Person Centered Counselling. Diane has Mental Health Certificate Level 3. Diane undertakes In- House Training and is a Qualified Trainer. Diane also holds Training qualifications in Conflict Management, Breakaway and Restraint, First Aid, Food Safety, Mental Health Awareness, Fluid and Nutrition and Health and Safety.</p> <p>James Beresford who will be the Registered Manager of the Service hold the QCF Social Care Level 5. James holds training qualification in Conflict Management, Breakaway and restraint, First Aid, Food Safety, Mental Health Level 3, Food Safety. Lesley Ann is the Quality Assurance Service Manager holds QCF level 5 in Social Care, Operations Manager - Natasha McGilloway (Director) holds QCF level 5 Social Care and resource/Planning Manager - Kayley Dodd, (Director) hold QCF level 5 in Social Care.</p> <p>Support staff either hold QCF level 2 or 3. We aim that within twelve months of commencing employment staff will be working towards QCF level 2 or 3.</p> <p>We will have 20 support staff all of whom will be trained in: Autism Awareness, Sensory Impairment, Learning Disability Awareness, Physical Disability Awareness, Positive Behavioral Support, Conflict Management and Breakaway and Restraint, Epilepsy Awareness and Buccal Administration, Sensory</p>

	Impairment awareness, Active Support, Dementia awareness, Person Centered Planning, First Aid, Food Safety, Health and Safety, Fire Safety and Safeguarding and Protection of Vulnerable Adults, Medication Administration.
<b>5(b) STAFF LEVELS</b>	20 support staff will be employed all of whom will have training listed in 5 (a) and (5g) This is in addition to the Management and Administration team.
<b>5(C) SPECIALIST STAFF</b>	All staff at Clocktower enterprises CIC are trained in RESPECT or Conflict Management and Breakaway and Restraint and Epilepsy Awareness and Administration of Buccal. All staff will be trained in specialist support of people on the Autistic Spectrum, Dementia, Physical Disabilities. Diane Roberts the Responsible Individual specializes in Positive Behavioral Support and Person-Centered Counselling. All staff receive training in supporting people on the Autistic Spectrum, those with complex needs and those who can display behavior that can challenge services.
<b>5(d) DEPLOYMENT OF STAFF AT SERVICE</b>	Staffing levels at any one time are determined by the individuals needs such as personal care needs, therapeutic needs, work opportunity needs, and support needs identified by the individual's active support. All individual support hours will be agreed with the placing authority prior to commencement of service. This can include elements of shared care and one to one support. All staff and Service Users will have pen pictures so that we can match staff and Service Users. Staff will be deployed to support individuals to participate in every aspect of running the household, to complete their preferred activities and to meet their Personal Plans.
<b>5(e)ARRANGEMENTS FOR DELEGATED TASKS</b>	The Responsible Individual will be responsible for the delegation of specialist tasks and any decisions regarding delegated tasks. Staff will be deployed to tasks depending on their experience, knowledge, qualifications, specialist skills, and Service User's preferences. All staff will complete <b>Social Care Wales Induction</b> before commencement of a shift with Clocktower Enterprises CIC, they will also complete shadowing shifts and will not work unsupervised until the Manager and themselves feel confident that they can carry out the support and tasks reliably and safely.
<b>5(f) SUPERVISION ARRANGEMENTS</b>	All staff will receive six to eight weekly Supervision from either the Management Team or the Responsible Individual. All staff will receive an Annual Appraisal. There will be 6 to 8 weekly staff and Service User Meetings. We have an open-door policy so that staff can discuss any concerns/difficulties or ideas they may have in good time.
<b>5 (g) STAFF TRAINING</b>	At Clocktower enterprises CIC all staff will receive comprehensive training to meet the needs of the Service Users. For example, if we had a Service User with Prada Willi then all staff working with that individual at Clocktower Enterprises CIC would receive Prada Willi Training. We complete regular Supervision and Annual Appraisals, and this helps us to identify any additional training that staff may need to undertake the requirements of the role they are working in.

	<p>All staff will be members of Social Care Wales within 6 months of employment. All staff will undertake a Social Care Wales Induction which will include for example training in the following:</p> <ul style="list-style-type: none"> <li>Emergency Aid.</li> <li>Fire Safety</li> <li>Health and Safety.</li> <li>Moving and Positioning.</li> <li>Medication Administration</li> <li>Food Safety</li> <li>Working with People with Behavior that can Challenge Services and Positive Behavioral Support.</li> <li>Sensory Impairment.</li> <li>Person Centered Planning</li> <li>Active Support</li> <li>Infection Control</li> <li>Communication, Record Keeping and Data Protection.</li> <li>Mental Capacity and DOLS</li> <li>All Wales Safeguarding of Vulnerable Adults and whistleblowing.</li> <li>Autism Awareness</li> <li>Epilepsy Awareness</li> </ul> <p><b>We also offer the following training:</b></p> <ul style="list-style-type: none"> <li>RESPECT/Conflict Management Breakaway Training.</li> <li>Buccal Administration/Epilepsy Awareness</li> <li>Risk Assessment.</li> <li>Communication Skills.</li> <li>Mental Health First Aid</li> <li>Dementia and people with learning disabilities.</li> <li>Supporting people in wheelchairs.</li> <li>Stress Management</li> <li>Working with people with Physical Disabilities.</li> </ul>
<p><b>6 FACILITIES AND SERVICES</b></p>	<p>Clocktower is a Domiciliary support and care service, we also provide day service opportunities, and that service can provide activities such as a sensory room, dancing and drama, computer studies, keep fit, hair and beauty and independence skills.</p> <p>Clocktower CIC Enterprises has a lockable storage room so documents can be securely stored.</p> <p>We have meeting rooms so people can have meetings in privacy.</p> <p>We have training rooms.</p> <p>We have IT resources.</p> <p>We have disabled changing facility.</p> <p>We have a fully fitted kitchen area where service users can be supported to develop their independence skills.</p>
<p><b>6(a) SPECIALIST EQUIPMENT</b></p>	<p>We have hoists and wheelchair vehicles.</p>

<p><b>6(g) SECURITY ARRANGEMENTS IN PLACE AND USE OF CCTV</b></p>	<p>The office and filing room where all personal records are kept is secure and only authorized staff can gain entry. There is a security keypad on the entrance door to the office and lockable doors on the entrances to the filing room.</p> <p>At Clocktower Enterprises CIC we take security very seriously. All records are kept in lockable cupboards in a restricted access area. Computer Records are Password protected with restricted Access. Staff are to check the ID of any visitors and enter their names in the visitor’s book.</p> <p>There are outside security lights and security CCTV in place.</p>			
<p><b>7 GOVERNANCE AND QUALITY MONITORING ARRANGEMENTS</b></p>	<p>The Responsible Individual Is currently Diane Roberts. James Beresford will be the Registered Manager. Diane Roberts in her capacity as Responsible Individual will Complete the <b>REG 73</b> visits monthly. Diane Roberts will also complete unannounced spot checks at least once every three months. The aim of these visits will be to monitor and oversee how the service is being managed, the quality of all aspects of the service, the safety of the service, All Health and Safety records will be checked during the spot checks and all aspects of Health and Safety will be audited. The Responsible Individual will also chat with staff and Service Users as part of her monitoring exercises and during these visits get their views on the quality of the service and to ensure their needs are being met.</p> <p>Six monthly Quality Assurance reports will be completed, service users, and any significant others, other professionals involved, stakeholders and staff will be involved in the quality assurance exercise.</p> <table border="1" data-bbox="395 1055 1305 1621"> <tr> <td data-bbox="395 1055 1305 1406"> <p style="text-align: center;"><b>RESPONSIBLE INDIVIDUAL</b> DIANE ROBERTS(DIRECTOR)</p> <p style="text-align: center;"><b>REGISTERED MANAGER JAMES BERSFORD (DIRECTOR)</b></p> <p>Who will have overall responsibility for the running of the service. This includes, Safeguarding, Staffing Levels, Recruitment, Staff Training, Health and Safety, Risk Assessments, ensuring that Service Delivery and holistic needs of the Service User are being met, all records for Service Users, Active Support, Safeguarding, Menu Planning, Maintenance and decorating of the building.</p> </td> </tr> <tr> <td data-bbox="395 1406 1305 1576"> <p style="text-align: center;"><b>MANAGEMENT</b></p> <p style="text-align: center;">OPERATIONS AND PROECTS MANAGER NATASHA MCGILLOWAY (DIRECTOR) RESOURCES MANAGER KAYLEY DODD (DIRECTOR) SERVICE AND QUALITY ASSURANCE MANAGER LESLEY ANN JONES FINANCE MANAGER LAURA RIDINGS</p> </td> </tr> <tr> <td data-bbox="395 1576 1305 1621"> <p style="text-align: center;"><b>SUPPORT STAFF AND ADMINISTRATION STAFF</b></p> </td> </tr> </table> <p>The quality of the care and support of the service will be monitored during the spot checks. As part of the six-monthly Quality Assurance Review will be speaking to the Service Users, family, and staff, reviewing any incidents/accidents that may have happened, reviewing agreed outcomes to ensure that they are being worked towards and met. The individuals Person Centered Plans/Personal Plans will also be reviewed every three months, and this will help us to identify any required areas of improvement or if any of the support or care needs require amendment. We will send out six monthly Quality Assurance Questionnaires to the individual and their Family/significant others and Staff. From the feedback we will assess</p>	<p style="text-align: center;"><b>RESPONSIBLE INDIVIDUAL</b> DIANE ROBERTS(DIRECTOR)</p> <p style="text-align: center;"><b>REGISTERED MANAGER JAMES BERSFORD (DIRECTOR)</b></p> <p>Who will have overall responsibility for the running of the service. This includes, Safeguarding, Staffing Levels, Recruitment, Staff Training, Health and Safety, Risk Assessments, ensuring that Service Delivery and holistic needs of the Service User are being met, all records for Service Users, Active Support, Safeguarding, Menu Planning, Maintenance and decorating of the building.</p>	<p style="text-align: center;"><b>MANAGEMENT</b></p> <p style="text-align: center;">OPERATIONS AND PROECTS MANAGER NATASHA MCGILLOWAY (DIRECTOR) RESOURCES MANAGER KAYLEY DODD (DIRECTOR) SERVICE AND QUALITY ASSURANCE MANAGER LESLEY ANN JONES FINANCE MANAGER LAURA RIDINGS</p>	<p style="text-align: center;"><b>SUPPORT STAFF AND ADMINISTRATION STAFF</b></p>
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<p style="text-align: center;"><b>SUPPORT STAFF AND ADMINISTRATION STAFF</b></p>				

areas that may require improvement and put whatever corrective action/improvements that have been identified through monitoring visits and the feedback from the Quality Assurance Questionnaires. Regular Staff Supervisions, Staff Meetings and Resident Meetings will also give us the opportunity to monitor the quality of the service.

#### **DEALING WITH COMPLAINTS**

The Service User and Representatives will be provided with information in an appropriate format on how to make a complaint and our complaints procedure.

**Dealing with complaints informally** – Anyone who feels dissatisfied with any aspect of the service should, if possible, raise the matter in the first instance with the Registered Manager or Assistant Manager. It may be that the Manager can take immediate action to respond to a point or if appropriate to apologize. If the complaint is about a particular member of staff and the complainant feels uncomfortable about raising it with them directly, the complaint should then be made to someone more senior.

Any staff member receiving a complaint about themselves or a colleague, will try to resolve the matter as quickly as possible.

**Making a formal complaint-** If anyone, who is dissatisfied with any aspect of the service, feel that informally the matter was not dealt with to their satisfaction, the matter is too serious to be handled informally or they are uncomfortable doing it on an informal basis, they should inform the Manager of the Home that they wish to make a formal complaint. The Manager will then make arrangements to handle the complaint personally or will nominate a senior person for this task. The person who is handling the complaint will then interview the complainant and will either note the details or provide a form for them to fill in themselves.

**Recording and investigating a complaint** – the written record of a complaint on a Complaints' form, whether it is completed by the person handling the complaint or by the complainant themselves, must be signed by the complainant. The complainant will be provided with a copy of this completed form, together with a written acknowledgment that the complaint is being processed, outlining the time scale for responding and explaining that the complainant has the right at any stage to pursue the matter with Social Care Wales or Care Inspectorate Wales depending on the nature of the complaint. The person handling the complaint will then investigate the matter, interviewing any appropriate staff. If it is necessary to interview anyone else, the complainant's permission will be sought. Complaints will be dealt with confidentially and only those who have a need to know will be informed within 14 days – unless there are exceptional circumstances, which will be explained to the complainant.

The person investigating the complaint will report back to the complainant within the time frame, explaining what they found and providing a written report of their findings.

**Action following an investigation into a complaint** – The person who investigates a complaint will initiate any action which needs to be taken in response to their findings, will inform the complainant about any action, and will apologize or arrange for an apology that is appropriate. We hope that this would satisfy the



	<p>complainant and end the matter. If the complainant is satisfied, they will be asked to sign a copy of the investigation and the action taken.</p> <p><b>Complainants who are not satisfied</b> – If the Complainant is not satisfied with the investigation of the complaint or the action taken, they will be informed of their right to pursue the matter with Social Care Wales or the Care Inspectorate Wales depending on the nature of their complaint.</p> <p><b>Malicious and false complaints</b> - Any complaints made by a service user, a member of their family a member of staff or a member of the public or anyone involved in the person’s care will be investigated in accordance with the above procedure.</p> <p>If a complaint has been taken by a member of staff in good faith and turns out to be false, then no further action will be taken. However, if there is any cause to believe that the complaint has been made maliciously, or in reaction to something unrelated, or for personal reasons without any foundation, then the complainant will be subject to our disciplinary procedure and potential dismissal.</p>
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