

Claimar Care Ltd

Mission Statement

The aim of Claimar Care Limited is to provide care staff to clients in care homes, industry, or in their own homes and to assist and support individuals and organisations in promoting health, in its broadest sense and maintaining or improving independence. It aims to provide a customer focused value for money service that is reliable and responsive to clients' needs and preferences.

This will be achieved by promoting a standard of excellence that embraces fundamental principles of good care practice that is witnessed and evaluated through the practice, conduct and control of quality care.

Claimar recognises that "care" is about the delivery of assistance with personal care and social care activities. It is not about care that deprives the client of their individuality and options and opportunities for independence and the right to make choices and decisions.

To meet these client needs the care service is designed to achieve the following objectives:

1. To deliver a service of the highest quality that will improve and sustain the client's overall quality of life. In this respect the Service is being developed to meet the Certification requirements of the ISO 9002 Quality Standard (latest edition), but in a people-oriented fashion.
2. To ensure that the service is delivered flexibly, attentively and in a non-discriminatory fashion while respecting each client's right to;
 - 2.1. Privacy - the right to be left alone and be free from interference or intrusion from others
 - 2.2. Dignity - the right to be treated with respect. Recognition of the intrinsic value of an individual regardless or because of the circumstances, their abilities, their characteristics and needs
 - 2.3. Independence - the right and opportunity to act and think without reference to others, including the right to voluntarily and knowingly incur risks
 - 2.4. Citizenship - the right and opportunity to be present and involved in the community and to enjoy the rights of citizenship afforded to others
 - 2.5. Choice - the ability right and opportunity to select from a range of options according to the preferences and abilities of the individual. The right and opportunity to make decisions relating to themselves.
 - 2.6. Fulfilment - the realisation and achievement of one's own aims and aspirations; that which brings pleasure, satisfaction and self respect and engenders respect from others.

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3. To ensure that each client's needs and values are respected in matters of religion, culture, race or ethnic origin, sexuality and sexual orientation, political affiliation, marital status, parenthood and disabilities or impairments.
4. To ensure that the care service in whole is delivered in accordance with agreed purchasing contracts/care agreements.
5. To focus on the outcomes of the client, to ensure that goals are attained, and independence is either maintained or improved for the client in their own home and surrounding community.
6. To manage and implement a formal programme of staff planning, selection, recruitment, training and personal development to enable client care needs to be met.
7. To match the nominated care worker as closely as possible with the client, and respecting the need to change the care worker in the event of subsequent non-compatibility.
8. To manage the care service efficiently and effectively to make best use of resources and to maximise value for money for the purchaser/client.
9. To undertake a risk assessment of environmental health & safety hazards within the home of each new client, and to ensure that areas of concern are duly reported to the purchaser /client. Such risk assessments will take into account the right of the client to take risks, ref. Clause 2. Above. (see also risk assessment policy; positive risk taking policy)
10. To ensure that all clients receive written information (or in a format most accessible for the individual client) on the Claimar's procedure for handling complaints, comments and compliments, and how to use it.
11. To allow clients the right to take control of their care and to make such decisions as they can about the manner in which their care is delivered.

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12. To encourage the client, or his/her advocate, to specify the care that is required and to expect the company to indicate its ability to meet that requirement or otherwise. The company and the client will agree the care that is to be provided and hence that the client is then entitled to expect.

13. Claimar undertakes to inform the client if it is not able to provide care as agreed, the client will be informed and given an explanation for this. The client /will be advised of the options available to him/her so that the agreement can be revised. This will be done in a manner which affords the client real choices whenever possible.