



STATEMENT OF INTENT

Location: Suite 66, Capital Business Centre, 22 Carlton Road,
South Croydon CR2. Website: www.ggw.com

Contact: 07307198875 / 7719959445 / 07897255761



By law, all health and social service providers operating in England are mandated to ensure that the care they provide adheres to the quality and safety standards established by the government. Care providers are granted registration by the Care Quality Commission (CQC) upon demonstrating their compliance with these standards.

The objective of this document is to inform our service users about the range of services we offer. Additionally, it serves as a means to keep the Care Quality Commission updated about the services we provide. Imani Care Limited commits to promptly notifying the Care Quality Commission about any revisions made to our statement of intent.

GGW CARE LIMITED



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|----------------------|----------------------------|
| DIRECTOR | MRS MARY NAA ADOLE MONOVIS |
| RESPONSIBLE PERSON | MRS MARY NAA ADOLE MONOVIS |
| NOMINATED INDIVIDUAL | MRS MARY MONOVIS |
| DEPUTY MANAGER | JOAN PRINGUER |
| Email | marymonovis@gmail.com |

**All the above can be contacted via the office.
07307198875 / 7719959445**

AIMS & OBJECTIVES

GGW Care Limited is committed to delivering Domiciliary Care Services tailored to the requirements of vulnerable adults and young individuals, enabling them to continue living within the familiarity of their personal residences. Our central objective revolves around providing top-notch care to those we serve, with a strong emphasis on safeguarding their privacy, maintaining confidentiality, and upholding their individual autonomy.

In line with our values, GGW Care Limited is resolutely dedicated to inclusivity, ensuring that we serve all individuals regardless of their race, nationality, language, religion, or beliefs.

We actively encourage clients or their designated representatives to take an active role in shaping their care plans and to have access to their personal records.

Our primary objective is to keep clients well-informed about our services and any adjustments that might impact their well-being. We make sure that our communication methods and language are customized to cater to the specific needs of each client.

We provide caring support that upholds the dignity of each individual, free from judgment. This care encompasses their physical, emotional, and overall well-being, all the while valuing their personal space and privacy.

OUR COMPANY'S GOALS ENCOMPASS:

- Delivering skilled care to enhance the health and well-being of those entrusted to us.
- Demonstrating unwavering respect to all individuals, whether they are staff members or service users.
- Safeguarding the rights of all individuals who interact with, work for, or receive care from our organization.
- Fostering and honoring the inherent rights of individual choice and decision-making.
- Upholding and promoting the independence of every service user.
- Recognizing and cherishing the distinctiveness of each individual, treating them with the utmost respect.
- Ensuring the confidentiality of personal information under all circumstances.
- Acknowledging the necessity of personal fulfillment and providing tailored programs that cater to the needs of both service users and staff.

CORE PRINCIPLES

- Our foremost objective is to perform thorough client assessments to accurately address their requirements, accompanied by ongoing evaluations as necessary.
- Central to our mission is prioritizing the well-being of our service users.
- We strive to enhance the quality of life for individuals in need of care due to illness or disability. Our approach involves delivering personal care services through skilled community care workers to offer respite for caregivers.
- The participation of clients and their families in decision-making is essential, allowing us to adapt to evolving needs.
- We are fully committed to providing superior services and consistently elevating our standards of care.
- Our dedication is centered around the overall welfare of our clients.
- Tailored individual care packages are crafted to precisely match each client's unique needs.

By collaborating with other healthcare and social professionals, we ensure a comprehensive and holistic delivery of services.

NATURE OF AGENCY SERVICES

GGW Care Limited provides assistance with everyday tasks and personal care, catering to the needs of seniors coping with physical disabilities, dementia, and terminal illnesses. Our registration under the Care Quality Commission empowers us to deliver care within the scope of regulated activities, as defined by the Health and Social Care Act 2008.

THERAPEUTIC INVOLVEMENT

GGW Care Limited places a strong emphasis on maintaining the social connections and involvements of Service Users, meticulously documented in their Care Plans. This approach ensures access to appropriate and preferred networks and activities.

SPECIALIZED DUTIES.

Occasionally, care workers may undertake specialized responsibilities following risk assessment and proper training. These tasks are exclusively performed by trained care workers, with a strict prohibition against engaging in tasks for which they lack training.

Exemplary Responsibilities

- Administering prescribed medications
- Managing catheters
- Attending to stoma care
- Assisting with the application of eye drops

Primary Commitments

- Preparing light meals and snacks
- Providing companionship services
- Delivering continence care
- Assisting with personal hygiene
- Supporting clients in their daily routines

Note: Care workers are not authorized to undertake tasks that require the expertise of clinical professionals.

For example,

- Ear syringing
- Catheter removal or replacement
- Injections
- Bowel evacuation

SERVICE USER RIGHTS

- The individual receiving services possesses the entitlement to comprehend the manner in which services will be furnished, the responsible providers, the degree of adaptability, and the accessible resources.
- The recipient of services retains the capacity to seek information regarding service excellence, express their viewpoints, and anticipate appropriate measures when necessary.
- There exists provision for lodging formal grievances against GGW Management or personnel, with adherence to distinct protocols and directives.
- The individual availing services holds the prerogative to advocate on their own behalf and, if required, request the presence of an interpreter.
- The care personnel catering to service recipients undergo adequate training and evaluation to ensure their competence.

PERSONNEL PROFILE

An inventory of present staff members along with their credentials is available upon solicitation and prominently exhibited within our premises. Our selected team members align their expertise with your requirements, aiming to reduce travel distances for more effective engagement.

The Registered Manager, possessing extensive managerial experience in the health sector coupled with a 15-year nursing background, assumes the oversight of our Domiciliary Care Service. GGW Care ensures top-notch performance from our care providers.

Every member of the GGW Care staff commits to respecting the preferences of service users and adhering to the GGW Code of Practice.

QUALITY CONTROL

The Health and Social Act 2008 (Regulated Activities) Regulation 2010, in conjunction with outcomes stipulated by the Care Quality Commission, will oversee and appraise the service. The Home Care Service maintains the responsibility of keeping the regulatory body updated about its operations.

GGW Care Limited will systematically arrange monitoring visits for clients, ensuring that consistent, secure, and fitting care is maintained, aligned with clients' requirements and their entitlements.

Annual surveys to gauge user satisfaction will be conducted for both clients and staff members. These surveys, along with advisory evaluations and input from the Care Quality Commission, will collectively contribute to the continual enhancement of our services.


Policy on Ensuring Safety

GGW Care Limited commits to furnishing clients with a copy of the safeguarding policy established by the organization.
Addressing Concerns and Expressing Satisfaction

We consider complaints and compliments as signals of service quality and chances for enhancement. We guarantee that individuals won't face consequences for raising concerns. We encourage clients to use the complaints procedure whenever they feel it's necessary, even for minor issues.

OUR DEDICATION:

- All complaints are taken seriously.
- Responses to complaints are fair and impartial.
- A reply will be given within 24 hours of the complaint, and a final response within 28 days.
- In case a complaint is valid, an apology and suitable corrective steps will be offered.
- Clients have the option to involve a neutral third party in the complaint process if preferred.
- Clients can escalate complaints to higher authorities outside of The Agency. Those supported by Social Services or Clinical Commissioning Groups can first address complaints to them. Privately funded clients can access local advocacy services. For significant matters, get in touch with the CQC.



Director of Social Services:
Bromley Social Services Civic
Centre, Stockwell Close,
Bromley, BR1 3UH.

Contact Number: 02084643333

Care Quality Commission
(CQC):
National Correspondence
Citygate, Gallowgate
Newcastle upon Tyne NE1
4PA

Tel: 03000 616161
Fax: 03000 616171

Local Clinical
Commissioning Group: Civic
Centre, Stockwell Close,
Bromley, BR1 3UH.

Contact Number:
02084643333

The Local Government
Ombudsman
PO Box 4771 Coventry.
CV4 0EH

Tel: 0845 602 1983
or 024 7682 1960
Fax: 024 7682 0001
advice@lgo.org.uk

ADVOCACY...

Service Users have the right to enlist the help of external representatives who will work in their favor to help them resolve problems, deal with worries, and more. The Registered Manager is on hand to provide information about nearby advocacy groups and extra support networks.

Some of the resources presently known to us encompass:

The Advocacy Manager
Advocacy for Older People in Croydon
Bernard Weatherill House 8 Mint Walk
Croydon
CRO 1EA

Tel: 0208 726 6000 ext. 62753

Advocacy Manager
Bromley
1 Howard Road
Bromley
BR1 3QJ

Respecting Privacy and Preserving Dignity:

- Our ongoing goal is to maintain the utmost privacy and dignity for you. If at any point you believe your privacy or dignity is not being honored, please don't hesitate to voice your concerns or contact the supervisor or Registered Manager.

Safeguarding the Privacy of Service Users:

- Each Service User has the entitlement to be in solitude and uninterrupted, free from any unwelcome attention or intrusion into their personal affairs. Our staff treat your residence as your personal space.
- Staff will only enter your premises and rooms with your explicit consent.
- Your right to have private phone conversations, without being observed, will always be upheld.
- Documentation will be structured, utilized, and stored in a manner that ensures your privacy. Legal obligations regarding records, like the Data Protection Act, will be adhered to, and we will seek your written consent before sharing any information with individuals not directly involved in your care.
- Access to records will be provided to your primary caregiver and family according to your preferences.

PRESERVING THE DIGNITY OF SERVICE USERS.

- We emphasize the significance of upholding your dignity, and our staff receive training in this regard.
- We will inquire about your preferred name, which will be documented on your Service User Plan and utilized by all staff members. You have the authority to choose how you want to be addressed. If no specific preference is provided, staff will use a formal address, using your title and last name.
- Our staff members are educated to be attuned to your emotions when they are around you.
- Our objective is to alleviate any feelings of vulnerability that could arise due to disability or illness. The statement of purpose can be provided in larger print, Braille, or other languages upon request.

If desired, a manager can also provide a comprehensive explanation of the content.

Experience the GGW Care Limited difference and discover a higher standard of care for yourself or your loved ones.



1. Dementia Care: Expert caregivers providing compassionate support for individuals with dementia, enhancing their quality of life.

2. Mental Health Conditions: Personalised care for individuals with mental health conditions, prioritising well-being and comfort.

3. Personal Care: Respectful and dignified assistance with daily activities like bathing, grooming, dressing, and medication management, promoting independence.

4. Physical Disabilities Care: Specialised care for individuals with physical disabilities, including mobility assistance and enhancing comfort and independence.

5. Sensory Impairment: Tailored support for individuals with sensory impairments, offering assistance to enhance well-being for those with visual or hearing impairments.

6. 24-Hour Care: Round-the-clock support for individuals who prefer to stay in their own homes.

7. Day Sit-in Service and Night Stay Service: Available caregivers for day-time support and overnight stays, ensuring round-the-clock assistance.

8. Escort to Hospital or Day Care: Transportation services to accompany and assist individuals to hospitals or day care facilities.

9. Shopping and Cleaning Service: Assistance with shopping tasks and maintaining a clean and organised living environment.

Those We Serve: We recognise the unique needs of these groups and provide tailored care to help them lead fulfilling lives.

Older People: Our services are designed comprehensively for individuals aged 65 and above.

Young Adults: Our support services are also extended to young adults with physical disabilities, sensory loss, and learning disabilities.



Visit us at...
www.ggwcare.com