

KINDCARE AIMS AND OBJECTIVES

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AIMS AND OBJECTIVES

1.	To ensure that the people who use the service, their families and those acting on their behalf, are involved and are enabled, supported and their wishes respected in the decision-making process of their care planning, delivery of care and treatment.
2.	To ensure that the people who use the service and those acting on their behalf, are supported to make informed decisions about their care and treatment and staff obtain and act in accordance with their consent and respect their wishes even when care and/or treatment is refused explaining the risks and benefit and alternative options.
3.	To ensure effective, safe and appropriate, personalised care, treatment and support through coordinated assessment, planning and delivery. To ensure the people who use the service are involved in the care planning and their wishes respected and their individual needs met. To review the care planning with the service users and those acting on their behalf to ensure quality standards are met and that the people who use the service are satisfied with the standards of care they receive. The service users are confident in the care and treatment they receive as the service act in their best interest in cooperation and in consultation with other health and social care services.
4.	To provide choice of food and drink for people who use the service to meet their diverse, personal, cultural and religious needs and preferences, making sure that the food and drink provided is nutritionally balanced, in sufficient quantities to meet their needs and sustain their health. To ensure that the service users are enabled to make choices about the food and drink they have, the time and the place. Staff to ensure that any specific needs and risks such as malnutrition, allergies, diabetes, swallowing difficulties are identified on admission and expert consultation is sought if necessary.
5.	To ensure that the service users are safeguarded against the risk of any form of abuse and neglect and their human rights are respected. The service users are confident that the service does not tolerate abuse and feel free to raise and report any concerns. To ensure that staff have training and understand the signs of abuse and raise this with the right person if necessary. Service users are confident that the service has in place and staff follow safety policies and procedures in terms of infection control, medication administration and risks are managed and that the environment they live in and equipment are clean, safe, secure and well maintained.

6.	<p>To ensure that care, treatment and support are provided by staff with the right qualifications, skills, knowledge and experience. People using the service are confident that staff are only employed if satisfactory CRB and ISA Adult First have been obtained, and their qualifications and experience verified and robust recruitment procedures are followed. People using the service are confident that the right staff, the right number of staff with the right training and supervision will deliver their care and treatment with respect and dignity. Management to ensure that staff are supported to acquire new skills and knowledge relevant to their work.</p>
7.	<p>To ensure that people who use the service and those acting on their behalf are confident that their comments and complaints are listened to and acted upon effectively without any risks that they will be discriminated against for making the complaint. The service users are confident because they know that the service have a system in place for comments and complaints and that they are provided with information about that system. To ensure that the service users and those acting on their behalf are confident that the service have an efficient management in place, that lead and monitor the quality of service effectively, identify and manage risks and improves the quality of service and outcomes for service users by gathering information from a variety of sources such as feedback from the service users and their families, residents meetings, comments and complaints, professionals, observations, latest best knowledge and practice, etc.</p>