

Updated
June 2022

Statement of purpose



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The Statement of purpose

This Statement of Purpose is designed to share our aims, objectives, ethos and purpose with Commissioners and other professionals.

Existing and future Young People and Adults supported by us are issued with an abridged version of the Statement of Purpose, formally called a Service User Guide.

People can be confident that we will:

- Treat all those we provide support to, as though they are our own family,
- Be adaptable, professional and reliable at all times,
- Communicate clearly in the Service Users preferred language or mode of communication, so we know and understand their wishes and needs.
- Be patient and honest.
- Always take pleasure in providing support
- Maintain the dignity of service users and ensure they feel safe in their own homes.
- Make it possible for Young People and Adults to enjoy their community to the full and show they are never a burden.
- Always aim to contribute to significant improvements to the well-being of Service Users
- Take humility, as well as empathy and joy with us at all times.
- Always show the greatest respect and view it as our privilege to give our help in any way possible.

About My3 Limited

My3 Limited has an expanding portfolio of services, purposefully and continually developed to ensure that all aspects of Service User need, within the scope of our **Service User Specialisms** and the Geographical locations we supply support to, can be met in a timely, comprehensive and legitimate manner.

Location/ s registered with CQC

We are aware that there is sometimes confusion around what the '**registration of a location**' by CQC means and how this will impact on a Service User placement.

To this end, we aim to explain in simple terms, what the registration of a location means, and how this will feed into the support provided.

My3 Ltd are registered with CQC to **provide Personal Care** to any person included in our registration group which is shown below:

Services in your home

Specialisms/services

Learning disabilities

Mental health conditions

Personal care

Caring for children (0 - 18yrs)

Caring for adults under 65 yrs

The My3 Domiciliary Service (CQC Registered location) is:



Foundry House, Widnes Business Park,
Foundry Lane, Widnes, WA8 8UD

Email: Registered Manager (Katherine Evans)

Telephone: 07534532770

Legal status

My3 Limited is a Limited Company ~ with the Company Registration # **09958602**

Service provider CQC ID number:	ID 1-6919759850
Registered manager CQC ID number:	CON1-2434860173

People to who our service is provided

Type of service

Homecare agencies

Specialisms/services

We can provide support in a Supported Living environment and are licensed to offer the following:

Personal Care

Services for 0 – 18 years

Services for 18 – 65 years

Domiciliary services in a person's own home, means that we can provide **personal care and support** to anyone listed within the **Service User Specialisms**, within any setting considered to be '**their own home**'. Where a property is being managed as a '**residential care home**', this falls under a different category within CQC and requires a different approach to inspection and for the purpose of CQC registration at this time, we are **NOT** registered to provide residential care home services. Where young people are being supported as Care Leavers, **by the very nature of the transition**, they are **NOT** being placed in care residential homes, because **they are being transitioned to independent living**.

When and where our service is provided

Our Service is provided within people's own homes, including supported living environments for people with their own tenancy but who may have needs that fall under the CQC category of '**Personal Care**'.

Office opening hours

Our branch office opening is 9am to 5pm Monday – Friday.

On-call / emergency contact

We provide an emergency on call facility for existing Young People out of office hours by way of 07534532770

Care / Support can be provided on an hourly (or part hour), sleep-in, awake night or live-in basis.

Regulated activities / services provided by My3 Limited

Personal Care

Services for 0 – 18 years

Services for 18 – 65 years

My3 Limited staff are not qualified nurses and support from My3 Limited staff therefore does NOT include:

- prescribing of medications,
- administration of drugs by injection,
- application of dressings,
- catheter care (other than emptying catheter bags),
- supervision or provision of specialist medical treatment,
- cutting toenails.

My3 Limited support workers will work alongside Health Care Professionals in the community to ensure that the above needs are met.

The support workers

My3 Limited trains staff thoroughly to ensure that they are competent to carry out their assigned tasks safely for themselves and for Service Users. This includes bespoke training based on the individual needs of individuals.

The qualifications of each support worker depend in part on seniority level of their role and length of service but as a minimum all support workers will undertake the Care Certificate and move towards a QCF qualification on completion of this.

All Support Workers are given Mandatory, Induction and Foundation Training.

This includes: -

- The nature of personal care and the basic skills required
- Health & Safety
- Basic first aid
- Nutritional needs and food handling
- Moving & Handling
- Safeguarding Adults and Children

- Administration of Medication
- MAPA- Management of Challenging behaviours
- Core values, key policies and working practices, and quality standards
- Code of personal conduct
- The Care Certificate
- Introduction to Autism and Sensory Integration

Support Workers are also given social and community training, for example on how to behave when with Service Users, on confidentiality, and on Young People rights.

All Support Workers are encouraged to undertake further qualifications in Health and Social Care such as the Health and Social Care diploma.

Specialist training is arranged for Support Workers where it would be beneficial to the Young People group, they care for. Examples of such training include ADHD, Epilepsy, Social Anxiety Support, Gender Dysphoria, Self- Harming and Suicide Ideation.

Our aims and objectives

The aim of My3 Limited is to provide a high-quality support service which delivers tenancy support and associated domestic services, **along with any assistance for any personal care that is required to help young people in their transition between looked after services** in our Ofsted Registered Children's Homes **OR** where they are **referred in from other services external to ours**. This will be achieved by promoting high standards, using best practice and quality monitoring our service provision within the supported living environment. We believe that Young People's rights are paramount and as such we actively solicit views and beliefs and respect each person as an individual.

We are committed to understanding the changing needs of our Young People and our business will evolve in accordance with their requirements.

Support Worker training will remain a high priority in order to maintain our objectives

Our principles

1. **To focus on Young People** We aim to provide personal care and support in ways that attain positive outcomes for Young People and promote their active participation.
2. **To ensure that we are fit for our purpose.** We examine our operations constantly to ensure that we are successfully achieving our stated aims and purposes. We will encourage and welcome feedback from our Young People and their friends and relatives.
3. **To work for the comprehensive welfare of our Young People** We aim to provide for each Young People a package of support that contributes to his or her overall personal and healthcare needs and preferences. We will co-operate with other services and professionals to

help to maximise Young People's independence and to ensure as fully as possible their maximum participation in the community.

4. **To meet assessed needs.** Before we provide services, we ensure that a potential Young Persons needs and preferences are thoroughly assessed, either by one of our trained and experienced staff, or the Local Authority. We aim to ensure that the support provided is re-assessed as frequently as necessary, and that we offer flexibility to respond to changing needs or requirements.
5. **To provide quality services.** We are whole-heartedly committed to providing high quality services and to continuously improve the support offered.
6. **To employ a quality workforce.** Standards for our managers and staff are based on the national occupational standards for support services for Young People

Young People's rights

The aim of good quality support service must always be to promote a way of life for Young People that permits them to enjoy, to the greatest possible extent, their rights as individual human beings. The following rights are fundamental to our work.

Privacy

An individual's right to privacy involves being free from intrusion or unwelcome attention. We aim to maximise each Young Person's privacy in the following ways:

1. Support Workers will enter a Young Persons property and rooms within the property only with express consent.
2. Young People have the right not to have to interact with or be interrupted by a Support Worker when, for example, they are entertaining a visitor or are engaged in an intimate activity such as showering, where they do not require the assistance of a Support Worker.
3. We respect the fact that each Young Persons possessions are private and always act in accordance with the principle that Support Workers are guests in the Young Persons home.
4. Support Workers will respect the Young Person's right to make telephone calls and carry out conversations without being overheard or observed.
5. We will ensure that records of the Young People are only seen by those with a legitimate need to know the information they contain.

Dignity

The right to dignity involves recognising the intrinsic value of people as individuals and the specific nature of each person's particular needs. We aim to maximise each Young Persons dignity in the following ways:

1. We arrange for Young People who require assistance with bodily tasks such as dressing, bathing and toileting to be helped as far as possible by the support worker of their own choice and, if desired, a worker of a sex of their choice.
2. Where required Young People will receive the necessary assistance with dressing and maintaining their clothes.
3. We will provide support for Young People with make-up, manicures, hairdressing and other elements of their appearance so that they can present themselves as they wish.

4. We aim to minimise any feelings of vulnerability that Young People may have arising from disability.
5. We treat Young People with the sort of respect which reinforces personhood and individual characteristics, addressing them and introducing them to others in their preferred style, responding to specific cultural demands and requirements, and aiming to maintain relationships which are warm and trusting but appropriate to the relationship of a Support Worker and Young Person

Independence

Independence means having opportunities to think, plan, act and take sensibly calculated risks without continual reference to others. We aim to maximise each Young Person's independence in the following ways:

1. We help Young People to manage for themselves where possible rather than becoming dependent on paid support.
2. We encourage Young People to take as much responsibility as possible for their own healthcare and medication.
3. We involve Young People fully in planning their support, devising, and implementing their support plans and managing records of support
4. We work with family carers, relatives, and friends of Young People to provide as continuous a service as is feasible.
5. We aim to create a climate in the delivery of support and foster attitudes in those around Young People that focus on capacities rather than on disabilities.

Security

In providing services to people with disabilities, there is a balance to be struck between helping them to experience as much independence as possible and making sure that they are not exposed to unnecessary hazards. Taking care for the security and safety of Young People therefore means creating an environment and support structure that offers sensible protection from danger and comfort and readily available assistance when required. This should not be interpreted as a demand for a totally safe or risk-free lifestyle; taking reasonable risks can be interesting, exciting and fun, as well as necessary. We respond to Young People's needs for security in the following ways:

1. We will aim to make sure that help is tactfully at hand when a Young People needs or wishes to engage in any activity that places them in situations of substantial risk.
2. We will help to create a physical environment that is free from unnecessary sources of danger to Young People or their property.
3. We will always carry out thorough risk assessments in relation to premises, equipment and the activities of the Young People supported.
4. Support Workers will advise Young People about situations or activities in which their disability is likely to put them or their property at risk.
5. Support Workers are well selected, trained and briefed to provide services responsibly, professionally and with compassion.

Civil rights

We aim to help our Young People to continue to enjoy their civil rights in the following ways:

1. If Young People wish to participate in elections, we will assess the necessary information and either provide or obtain any assistance that they need to vote.
2. We will help Young People to make full use of as wide a range as possible of public services, such as libraries, education and transport.
3. We will encourage Young People to make full use of health services in all ways appropriate to their medical, nursing and therapeutic needs.
4. We will provide easy access for Young People and their friends, relatives and representatives to complain about or give feedback on our services.
5. We will support Young People in their participating as fully and diversely as they wish in the activities of their communities through voluntary work, religious observance, involvement in associations and charitable giving.

Choice

Choice consists of the opportunity to select independently from a range of options. We will respond to each Young Person's right of choice in the following ways:

1. We will avoid a pattern of service delivery that leads to compulsory timings for activities like getting up and going to bed.
2. We will manage and schedule services so as to respond to each Young Person's preference in regard to the supply of Support Workers with whom they feel most comfortable.
3. We will respect Young People's eccentricities, personal preferences and idiosyncrasies.
4. We will cultivate an atmosphere and ethos service delivery that welcomes and responds to cultural diversity.
5. We will encourage Young People to exercise informed choice in their selection of the organisation who provide them with assistance.

Fulfilment

Fulfilment has been defined as the opportunity to realise personal aspirations and abilities. It recognises and responds to levels of human satisfaction separate from the physical and material, but it is difficult to generalise about fulfilment since it deals with precisely those areas of lifestyle where individuals differ from each other. We respond to each Young Person's right to fulfilment in the following ways:

1. We will help Young People to participate in as broad a range of social and cultural activities as possible.
2. If requested, we will assist Young People to participate in practices associated with religious or spiritual matters and to celebrate meaningful anniversaries and festivals.
3. We will respond sensitively and appropriately to the special needs and wishes of Young People who wish to prepare for or are close to death.
4. We will make particular efforts to understand and respond to the wish of any Young Person to participate in minority-interest events or activities.
5. We will do everything possible to help Young People who want to achieve an unfulfilled task, wish or ambition, do so.

The nominated individual and Registered Manager

The person holding the Nominated Individual is Louise Tierney

The person holding the role of Registered Manager with the Care Quality Commission for My3 Limited at the Foundry House location is Katherine Evans.

Responsibilities of the nominated individual include:

Overall operational, financial, strategic, and legal management of the company and to provide support for the Registered Manager. Louise will also chair Governance Meetings quarterly and will report findings to the Board of Directors.

Responsibilities of the Registered Manager include:

- Compliance of current and proposed legislation
- The role of Quality Assurance Manager
- Undertaking Young People assessments
- Undertaking Support Worker selection
- Allocation of Support Worker to Young Person
- Induction training of new Support Workers
- Supervision and monitoring of Support Worker wellbeing
- Supervision and monitoring of Support Workers competence
- Safeguarding Young People and handling any allegations of abuse

Katherine works the equivalent of full-time hours via a mix of in office, in field and on call support as outlined in the on-call rota

Katherine is an accredited Level 7 ILM (Leadership and Management award) and an MBA in Senior Leader with significant operational management experience within the Health and Social Sector. Katherine is a CAPBS Coach with BILD and has significant experience of managing behaviours of concern and supporting proactive strategies. With a motivational and leading by example leadership approach, Katherine's approach is leading by example and coaching teams to deliver positive and proactive support to meet goals and successful outcomes. With extensive experience of supporting children, young people, adults in a variety of community settings. Katherine is passionate about making a difference and supporting people to be the best that they can be.

Skills:

- ASD, LD, and Mental Health Experience
- Positive Behaviour Support
- Focused on consistency, quality care
- Independent planning
- Quality

Responding to changing Commissioner Requirements

In response to Commissioning requirements, My3 Limited **is now offering Care Leavers support, via our Supported Living Model** which just means that our domiciliary staff can be supplied into private properties managed by a landlord with whom we partner and working with Care Leavers to build their skills for Activities of Daily living.

The properties are used for the purpose of Supported Living, are the Young Persons place of residence and the support is arranged to help Young People during their transitional phase to more independent living in adulthood. This is where it is vital for Commissioners to understand the scope of the regulation is the supply of staff **NOT the regulation of a premises**. This does not mean that Commissioners cannot dictate the standards expected of properties provide by partner landlords, or the frequency of Locality Risk Assessments etc, as they can write such expectations into any contract agreed between us and them. However, there is no jurisdiction for CQC in terms of physical inspection of any property used for the purpose of supported living, nor are they any more likely to visit a supported living property to interview a Service User, than they would be any other Service User living in a privately owner occupied flat and in receipt of our domiciliary support.

Advantages of domiciliary support as a transitional model

The advantage of the domiciliary model of support as a transitional model, is the continuity of staffing. **So, for example**, we are registered (and subsequently regulated) to provide any support that includes personal care, to any of the people listed in the **Service User Specialisms**. If we are delivering support, to people with staff who are employed and monitored through our regulated service, and those staff personnel files are available at inspection of our '**registered location**' which is our service office in Foundry House, then we are providing **legitimate, CQC regulated services**. We would however be stepping outside of our regulated services IF we provided personal care for example, to people living at home who were over 65 years old.

Continually monitoring compliance

We solicit routine **independent expert evaluation** of the compliance aspects of the work we do, a vital evaluation tool because there can be areas of **ambiguity, confusion and difference of interpretation** of regulation and legislation when delivering some services, which if poorly understood may fall into 'grey areas'.

In a bid to minimize confusion, we aim at all times to be transparent, working hard to communicate every aspect of our service delivery with the aim of helping Commissioners understand, from the outset, the placement terms, including their regulatory impact.

The risks of poor understanding of regulation

There are risks not only to the stability of our service, if there is misinterpretation of regulation and compliance, but also risk that a service commissioned may be compromised if the expectations of the support are in contrast to what we can and cannot achieve as part of our supply of support.

For example

In a bid to mitigate such issues, we ensure

- ✓ that all staff providing support to any individual living within their own home, are vetted and supervised in accordance with CQC regulations and their personnel files held at our registered location for inspection at any time by the Care Quality Commission. **NB: supported living properties are considered private residences (eg: young person's own home) and the property itself is therefore NOT a regulated setting – only the support provided into the property is regulated i.e. the staff and management working within that person's home.**
- ✓ where a service user is receiving support at home, but their requirements clearly do NOT fall under regulated personal care services, and in agreement with their placement team, the individuals support plan will not be subject to review as part of any inspection process, nor will there be any obligation on the part of the Registered Manager to make for example, statutory notifications about incidents affecting the person daily. THIS DOES NOT remove the providers obligations to work for example with Safeguarding teams, but it is in the obligation of subsequent sharing of the information with CQC that makes the difference between the service users support falling under regulated and non-regulated support.
- ✓ Our staff and managers know the difference between personal care and support, and where there is any doubt as to the potential for support to become personal care, they work proactively in ensuring the impact of this is discussed with both Commissioners and CQC to determine the correct administrative processes in respect of the Service User's records.

Framework placements

My3 Limited are commissioned in different ways, and when commissioned via frameworks, the legal expectations will have been clearly stated in the framework contract, for example some frameworks are explicit that any children or young people placed via a specific framework must NOT fall under the remit of 'Ofsted' regulated services.

The implications of such contractual obligations, means that from time to time, we might have what we have come to call '**mixed placements**' delivered in '**hybrid locations**.' This is however something that is managed seamlessly within our service, due to our comprehensive understanding of regulatory impact versus commissioner outcome. For example (and simply put):

Commissioner A does not want their Care Leaver Joey, to be in a setting where he is being regulated by Ofsted, because as part of his support pathway it is vital that he is allowed to flourish without interruption to his occasional absence from home behaviours, which from previous experience when he was in care, meant that protocols followed impacted negatively on Joey and every time he was absent from home, the police were called and fallout would ensue. The commissioner knows that as Joey is growing up, and he has identified that based on past and present circumstances, Joey has matured and a significant part of his movement towards adulthood has been developing trust with Joey. However, if Joey has a 'blip' i.e. is late home, and does not notify us immediately of his intentions, we will have worked with the commissioners to ensure that all safeguards are in place, that we have access to Joey through a mobile phone and that we will debrief with Joey on his eventual return to placement, without having involved the legal services. This NON-RISK AVERSE approach is proving popular with Care Leavers, so much so that more and more commissioners are seeking such placements.

Commissioner B wants Lucy to fall under the remit of CQC regulated services, because she has enduring mental health problems that render her on occasion (depending on her condition on any given day) to require assistance with some elements of personal care, and when provided must be delivered by regulated services.

Supported and Independent Living

Mount Street is a single occupancy accommodation, providing the highest quality solo, bespoke placements for young people from the age of 16+ who are experiencing a range of complex and challenging issues. This provision is in Widnes. The provision is staffed at the levels required. We have a wealth of experience of working through complex, dynamic and ever-changing circumstances. This specialist placement is always flexible and robust to suit the needs of young people. We offer floating support around the clock so young people can be supported from as little as 1 hour per day up to 24 hours per day. The staff support young people to be ready for smooth transition into independent living. Young people in this service have access to the clinical service team and the independent education site to support them with any difficulty they face and ensure desired outcomes.



Saxon Terrace is a single occupancy accommodation, providing the highest quality solo, bespoke placements for young people from the age of 16+ who are experiencing a range of complex and challenging issues. The provision is staffed at the levels required. We have a wealth of experience of working through complex, dynamic, and ever-changing circumstances. This specialist placement is always flexible and robust to suit the needs of young people. The staff support young people to be ready for smooth transition into independent living. Care- Leavers in this provision are supported to build independent living skills through key working sessions, meaningful engagement, community access and therapeutic support. Young people in this service have access to the clinical service team where they are empowered to build self-esteem and develop resilience in preparation for independent living and adulthood. Care leavers in this provision can access education to support their development of attainment and educational/skill-based outcomes.



Coulton Road, is a single occupancy accommodation, providing the highest quality solo, bespoke placements for young people from the age of 16+ who are experiencing a range of complex and challenging issues. The provision is staffed at the levels required. We have a wealth of experience of working through complex, dynamic, and ever-changing circumstances. This specialist placement is always flexible and robust to suit the needs of young people. The staff support young people to be

ready for smooth transition into independent living. Care- Leavers in this provision are supported to build independent living skills through key working sessions. Young people in this service have access to the clinical service team where they are empowered to build self-esteem and develop resilience in preparation for independent living and adulthood. Care leavers in this provision can access independent education site to support young people with difficulties they may face and ensure desired outcomes.



Bridgeman Terrace is a 24/7 supported accommodation comprising of 4 self-contained flats. Each Young Person will be assessed during the first 12 weeks of placement and a Therapeutic Pathway Plan agreed determining individual needs, this will include regular 1-1 sessions. An integrated approach of Therapeutic support, Care and Educational outcomes will be delivered, and each young person will be supported to access the community and engage in meaningful activities with wrap around therapeutic support directly from the Therapeutic team working on building confidence, resilience and regulating

emotions and coping strategies.

Significant benefits of a hybrid support model

Utilizing a service such as that provided by My3 Limited brings multiple benefits for commissioners, including (but not limited to):

- ✓ The ease at which a service user's placement can switch from non-regulated support to regulated, without the need for change in personnel and where in a supported living placement, without need for change of residence,
- ✓ The skills of the management team to work within the scope of registration without compromise,

Individual Placements

As part of our development of the portfolio of support, and in response to Commissioner need, we added CQC registration for the provision of specialist services to Children and Young People transitioning to adult services.

My3 Limited complaints procedure

All complaints received, whether written or verbal, will be documented on a complaints form, given a log number and then brought to the attention of the Registered Manager. The Registered Manager will make a judgement as to whether the complaint is level 1 or 2 according to the nature of the complaint.

Level 1 complaints of a serious nature that may put a Young Person, support worker or any other person at risk. Level 1 is also a complaint that may give rise to adverse publicity for our service, the Young Person or partner agencies. For example:

- Missed episodes of care/support
- Failure to follow 'no entry' procedure
- Allegations of theft

- Allegations of abuse
- Medication maladministration
- Major failure of service delivery (repeated and / or serious failure to follow support plans)

Level 2 complaints are those of a less serious nature that may involve minor service delivery and support worker issues, local procedural, or other such matters. For example:

- Support worker not wearing correct clothing
- Failure to follow some minor aspects of the care / support plan correctly

All **Level 1** complaints:

- Will be escalated to the Registered Manager within 12 hours of occurrence.
- A copy of the complaints form will be sent to the Registered Manager within 24 hours.
- The management of the Level 1 complaint is dealt with by the Registered Manager who will give updates on a regular basis to the team if appropriate.
- Are reviewed on a weekly basis at the Senior Team meeting.

The aim shall be to resolve the complaint to resolution in no more than 28 days (excluding allegations of abuse) unless the complexity of the complaint is such that sufficient investigations have not been undertaken to completion. In any event complainants will be kept informed at each stage of the investigation of likely timeframes

All **Level 2** complaints are dealt with by the Registered Manager or delegated person.

All complaints will be acknowledged within 3 working days and resolved within 28 days. However, where an in-depth investigation is necessary due to the complexity of the complaint a weekly progress report must be sent to all involved. Resolution should be made within 28 days wherever possible.

All actions are carefully recorded on the complaints form, including confirmation that it has been referred to the local authority or CQC where appropriate to do so.

Reviewing the complaints information on a weekly basis will help us to resolve problems, identify trends, look at ways of improving our service delivery and eliminate risk.

Complaints or compliments should be sent to:

CQC Services Manager: Katherine Evans

Address: Suite 2, Foundry House, Widnes Business Park,
Foundry Lane, Widnes, WA8 8UD

Telephone: 07534532770 E-mail: Katherine@my3ltd.co.uk

Below is an easy read complaints form and this should be shared by anyone reviewing this Statement of Purpose on behalf of a Young Person/ Service User who requires such a format.



Complaints form

I want to speak out!

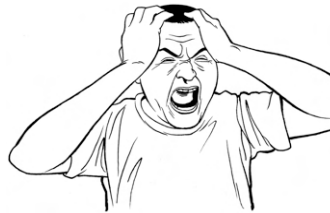
Something made me feel



upset



sad







angry







anything
else





This happened at



			
Home <input type="checkbox"/>	Day centre <input type="checkbox"/>	Work <input type="checkbox"/>	Somewhere else <input type="checkbox"/>

I was:

			
Hit <input type="checkbox"/>	Shouted at <input type="checkbox"/>	Had no choice <input type="checkbox"/>	something else <input type="checkbox"/>

	<p>Please write or draw what happened if you want to. You can ask someone to help you write what happened</p>
	

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	My Name is
	Date

If you are unhappy with the outcome of a complaint or the way it is being handled, you can contact the local authority and they will carry out an investigation on your behalf.

The Care Quality Commission do not investigate complaints directly but will collate information on companies that they provide a license to and may instigate a review of the service if a concern is raised.

Care Quality Commission
National Correspondence
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Telephone: 03000 616161