

Statement of purpose

Health and Social Care Act 2008

Part 1

**The provider's name, legal status, address
and other contact details**

Including address for service of notices and other documents

Statement of purpose, Part 1

Health and Social Care Act 2008, Regulation 12, schedule 3

The provider's business contact details, including address for service of notices and other documents, in accordance with Sections 93 and 94 of the Health and Social Care Act 2008

1. Provider's name and legal status

Full name¹	Nomusa Dube				
CQC provider ID	1-19888104623				
Legal status¹	Individual	☐	Partnership	☐	Organisation ☒

2. Provider's address, including for service of notices and other documents

Business address²	5 Brighton Range
Town/city	Manchester
County	Lancashire
Post code	M18 7LP
Business telephone	07974477987
Electronic mail (email)³	registeredmanager@bramhallcare.com

By submitting this statement of purpose you are confirming your willingness for CQC to use the **email address** supplied at Section 2 above for service of documents and for sending all other correspondence to you. Email ensures fast and efficient delivery of important information. If you do not want to receive documents by email please check or tick the box below. We will not share this email address with anyone else.

I wish to receive notices and other documents from CQC by email	☒
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¹ Where the provider is a partnership please fill in the partnership's name at 'Full name' in Section 1 above. Where the partnership does not have a name, please fill in the names of all the partners at Section 3 below

² Where you do not agree to service of notices and other documents by email they will be sent by post to the business address shown in Section 2. This includes draft and final inspection reports. This postal business address will be included on the CQC website.

³ Where you agree to service of notices and other documents by email your copies will be sent to the email address shown in Section 2. This includes draft and final inspection reports.

Please note: CQC can deem notices sent to the email or postal address for service you supply in your statement of purpose as having been served as described in Sections 93 and 94 of the Health and Social Care Act 2008. The address supplied must therefore be accurate, up to date, and able to ensure prompt delivery of these important documents.

3. The full names of all the partners in a partnership	
Names:	N/A

Statement of purpose

Health and Social Care Act 2008

Part 2

Aims and objectives

Aims and objectives

What are your aims and objectives in providing the regulated activities and locations shown in part 3 of this statement of purpose

STATEMENT OF PURPOSE

This document summarises basic information about Bramhall Care Limited to ensure that prospective service users are fully informed about the range of services and care provided and should be read in conjunction with our service users' guide.

Bramhall Care Limited is a registered limited company in the UK (Registration No. 15310886). The company is incorporated as a Limited company in the United Kingdom founded by Nomusa Dube. Nomusa will be the organisation's registered manager and nominated individual.

CONTACT DETAILS

Bramhall Care Limited

5 Brighton Range

Manchester

United Kingdom

M18 7LP

Email: registeredmanager@bramhallcare.com

Telephone: 07974477987

OUR AIMS AND OBJECTIVES

Bramhall Care Limited provides domiciliary care service, supporting individuals living in their own homes, by assisting and improving the quality of their lives whilst maintaining their independence and personal choices. We aim to make every day a good day for all our service users. We achieve this by providing person-centred care to all our clients every day.

- To deliver the highest quality service that will improve and sustain our client's overall quality of life.
- To ensure that the service is delivered flexibly, and attentively while respecting the client's autonomy, privacy, dignity, and their rights to make informed choices and take positive risks.
- Work holistically with all clients, their relatives/carers, social workers, and all other agencies involved in the provision of care to identify, implement, and review a person-centred care plan which adequately reflects individual needs.
- Promote independent living whilst working within the client's range of abilities and competencies.
- Deliver care in a manner which is non-discriminatory, sensitive to the cultural and religious needs of the client and respectful of their environment and traditions. Provide a high-quality flexible, responsive, and non-intrusive service that is tailored to the needs of the individual.
- To meet the assessed needs of each service user, based on systematic and ongoing planning of care for each service user, made in conjunction with care managers and other health care professionals.
- To ensure that the care service as whole is delivered in accordance with agreed

purchasing contracts and individual care agreements.

- To manage and implement a formal programme of staff planning, selection, recruitment, training, retention and personal development to enable the care needs of service users to be met.
- To manage the care service efficiently and effectively, making best use of resources and maximising value for money for users of our service.
- To ensure that all staff receive the necessary training and personal development to perform their jobs most effectively in line with Bramhall Care Limited's business co-values. In so doing, to actively work towards accreditation as an Investor in People (IIP) organisation.
- To match the nominated care/support worker as closely as possible with the service user, and to respect the need to change the care/support worker in the event of subsequent non-compatibility.
- To undertake a risk assessment of environmental and ergonomic health & safety hazards within the home of each new service user, and to ensure that areas of concern are duly reported to the purchaser/service user. Such risk assessments will take into account the rights of the service user to safety.
- To ensure that all service users receive written information on the organisation's policy and procedure for handling complaints, comments and compliments, and how to use them.

SUMMARY OF SERVICES & CHARGES

Bramhall Care Limited will provide domiciliary service supporting individuals in the community, enabling them the opportunity to live as independently as possible, and helping them to remain independent within their home environment.

We will provide the services throughout Greater Manchester. Services are offered irrespective of service users' race or ethnic origin, creed, colour, religion, political affiliation, marital status, parenthood, sexual gender, sexual orientation, and disabilities or impairments. The sole criterion for accepting a service user is our ability to provide for the care needs assessed.

SERVICES

Registration with the Care Quality Commission enables Bramhall Care Limited to provide regulated activity of Personal care, as defined in the Health and Social Care Act 2008, these include:

- Assistance with personal care, including bathing and showering
- Dressing and undressing
- Toilet and continence requirements
- Shaving
- Oral hygiene
- Assisting with sensory aids
- Meal preparation and feeding
- Assistance with medication.
- Assistance with shopping and preparing meals.
- Assistance with laundry.

Services provided include:

- Visits
- Live-in Care
- Respite Care
- Sit-In

SERVICE USER BANDS

Bramhall Care Limited provides services to people in the following service user groups:

- Frail and vulnerable adults
- People with dementia
- People with mental health problems
- People who have physical disabilities
- People with illnesses (including end-of-life care)
- Adults who are recovering from illness

TARGETED AGE GROUPS

- Adults: 18-65 years old
- Older adults over 65 years old

NATURE OF THE CARE SERVICES PROVIDED

A senior member of staff, namely the Registered Manager or Senior Supervisors will meet service users before the establishment of the service. This will be to agree on the range of care services when the service will commence and the times and duration of staff attendance.

A comprehensive risk assessment will then be conducted by the registered manager or senior supervisor who will review in detail the risks inherent in the service user's home and in the nature of the proposed care service.

Bramhall Care Limited workers will be trained, supervised, managed, supported and mentored to provide a high quality of personal and practical care services for people with a wide range of illnesses and disabilities. This process will ensure that:

Each service user is valued and has the right to control his/her own affairs

Every service user has control over how they live their life, make their own decisions and freely express their wishes and preferences

All service users have equal rights and are entitled to protection against any form of discrimination or abuse

A personal Care Plan will be agreed upon with the service user/commissioner of care, and family or advocates as appropriate, and may include the following basic tasks:

Support with:

Bathing

Dressing

Mobility and transfers

Meal preparation and feeding

Continence care

Assistance with cleaning, shopping, errand running and good neighbourhood tasks

Exercise programmes for rehabilitation under the instruction of a physiotherapist or Occupational Therapist

Social support and companionship

SPECIAL TASKS

From time to time care workers may be asked to undertake tasks which may be considered to be specialists. These tasks may be undertaken following appropriate risk assessment and only after specific training.

The care worker will be trained in the procedure before undertaking the tasks with the person with care needs, and the trainer with a relevant qualification (e.g., Occupational Therapist, Speech Therapist, or Nurse) will sign a form indicating the competence of the person undertaking the task.

Such specialist tasks may include:

- Assistance with the administration of prescribed medication both orally and topically
- Assisting with artificial feeding
- Catheter care – changing bags, and monitoring output
- Assistance with eye or ear drops
- Colostomy care – changing of bags.

Our Care/support workers will not undertake tasks that require the skills and expertise of clinical professionals. Such tasks include:

- Removing or replacing urinary catheters
- Assist with gastric feeding
- Bladder washouts
- Filling of oxygen cylinders
- Tracheostomy care
- Changing sterile dressings
- Administering rectal medication
- Filling monitored dosage boxes for medication
- Apply creams or ointments (unless prescribed or subject to an appropriate medication form).

LOCATION

We operate from one location at the following office address:

5 Brighton Range

Manchester

M18 7LP

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Email: registeredmanager@bramhallcare.com

Telephone: 07974477987

The premises is secure, well equipped and with modern IT facilities required to promote the running of the service.

Our services are available 24-hours a day, through out the year. Office hours are Monday to Friday, 9am to 5pm inclusive. The Registered Person is available during office hours and a duty manager is on call for staff and service users outside of normal office hours. CHARGES

Bramhall Care Limited fees and charges for home care services will vary according to the service users' needs.

Bramhall Care Limited does not charge VAT; hence VAT will not currently be added to our fees & charges.

OUR STAFF - THE REGISTERED MANAGER

The person to be registered with Care Quality Commission as the Registered Manager for the regulated activity of personal care is:

Nomusa Dube

Bramhall Care Limited

5 Brighton Range

Manchester

M18 7LP

Email: registeredmanager@bramhallcare.com

Telephone: 07974477987 STAFFING

Registered Manager: Nomusa Dube

Qualifications

- BA Hons Social Work Degree.
- Level 5 In Management and Leadership.

Experience

Nomusa is an experienced, compassionate, and dedicated individual with many years of experience of working in the children and social care sector and healthcare sector. She is a qualified social worker. She has worked in various social care establishments in a range of posts including managerial positions. Nomusa has vast leadership and managerial experience working with vulnerable adults as a senior support worker for adults who were neurodiverse for a significant number of years. These included adults diagnosed with autism, autistic, complex learning needs and epileptic and downs' syndrome. Nomusa was able to work with partner agencies effectively to ensure that the service users maintained some form of independence whilst being kept safe. The services attended various adult learning centres throughout the year, and this was coordinated by Nomusa and partner agencies to ensure the activities were meeting their individual needs. Nomusa has also held and position as a social worker and

manager in the Leaving care team for young people who were aged between 16-18. Nomusa managed Social Workers who were case-holding and ensured the children's care plans were appropriate and meeting their needs. Where there was a risk of harm, appropriate procedures were followed to safeguard the young people. Nomusa was able to effectively lead, supervise and motivate a team as well as support staff to carry out care assessments, risk assessments, formulate individual care plans and ensure these are met by staff, which she has demonstrated throughout her career. Throughout her career Nomusa has maintained professional relationships with staff, professionals, service users and their families.

Care Workers/Support workers

We recognise that for most service users the most important people in our organisation are the care workers with whom they will have regular contact. Our staff will play a very important role in the service users' welfare. To maximize this contribution, we will do the following:

- Employ members of staff who are skilled and experienced in all areas of personal care.
- Provide at all times an appropriate number of staff with qualifications in health and social care to ensure that contracts can be met.
- Observe recruitment policies and practices, which respect both equal opportunities and protect the service user's safety and welfare.
- Contract our staff to a range of training, including the Qualifications and Credit Framework (QCF) diploma programmes.

We take great care in recruiting, training and supervising our staff. They possess a range of experience and qualifications in the care of older people and people with dementia; mental health problems; physical disabilities; sensory impairment; HIV/AIDS; and those recovering from illness, are ill, or are terminally ill.

The range of qualifications and training of the care workers employed by Bramhall Care Limited include:

- Structured Induction training (3 days) encompassing the Set Induction Standards Care Certificate.
- Mandatory training by verified agencies.
- QCF Diploma level 2 and 3 in Health & Social Care (Adult), and a wide range of mandatory and voluntary care training - ranging from basic skills through to specialist medical topics.

MANAGEMENT AND ADMINISTRATION

We know that the leadership of the agency is critical to all its operations. To provide a leadership of the quality required, we will do the following:

- Always engage as registered manager a person who is competent and experienced for the task.
- Aim for a management approach, which creates an open, positive and inclusive atmosphere.
- Install and operate effective quality assurance and quality monitoring systems.
- Work to accounting and financial procedures, which safeguard service user's

interests.

- Supervise and appraise all staff and voluntary workers regularly and carefully.
- Keep up-to-date and accurate record on all aspects of the agency and service users.
- Ensure that health, safety and welfare of service users and staff are promoted and protected

Our management and supervisory team comprises of individuals with, or working towards, the following qualifications and standards:

- NVQ Level 5 in Health and Social Care (Adults)

Bramhall Care Limited retains a complete record of all qualifications, credentials and experience gained for each staff member.

QUALITY ASSURANCE

Prior to employment, all staff are required to undertake an Enhanced Criminal Records Bureau (DBS) check to ensure they are suitable to work with vulnerable people. Upon acceptance, all our staff will undergo a well-structured induction period. New staff members are required to have completed our competency framework, which ensures they have read care plans, are aware of our policies and procedures. They will initially work alongside a senior member of the team to ensure that they clearly understand their roles and responsibilities whilst working under supervision.

After the induction period is completed, the manager will invite them to the office for a discussion of competence and ensure all staff are competent and comfortable before commencing work alone. We continue to supervise and appraise our staff sending them to refresher courses as and when required. Supervision is done every month and appraisals are done every 12 months and staff development profile is analysed, and support is given as needed.

Random spot checks will be carried out to ensure staff are punctual, following uniform policy and ensuring quality care is being delivered always. Self-assessments and audits will also be carried out reviewing client documentation, record keeping, medication and charts, care plans, staff uniforms, policy & procedures, complaints and many more.

All service users will be asked to complete a user satisfaction survey. We will conduct regular audits of minor issues arising in daily care provision and of compliments and complaints received by the company. We also meet regularly with staff to ensure that their views are sought. **SERVICE USERS' RIGHTS**

We place service users' rights at the forefront of our care values. It is an accepted practice for individuals to express and exercise their rights. Whilst the realisation of this philosophy will be a unique process for each individual, the principles remain constant and provide a sound foundation for the provision of care to all, regardless of personal circumstances.

PRIVACY

We strive to retain as much privacy as possible for our service users in the following ways:

- Giving help to personal situations as discreetly as possible
- Guaranteeing service users privacy from unnecessary intrusion and when using the telephone, opening, and reading posts and communicating with friends, relatives or advisors
- Ensuring confidentiality of information held about our service users in accordance with the Data Protection Act.

DIGNITY

The need for support can threaten to undermine dignity, so we try to preserve respect for our service users' intrinsic values in the following ways:

- Treating each service user as a valued individual
- Helping service users to present themselves to others as they wish through their own clothing, personal appearance and behaviour in public
- Tackling the stigma from which our service users may suffer through age, disability or status
- Addressing individuals by their preferred title

INDEPENDENCE

All service users are encouraged to maintain as much independence and individuality as possible in the following ways:

- Providing as tactfully as possible, human or technical assistance when it is needed
- Maximising the abilities our service users retain for self-care, for independent interaction with others, and for carrying out the tasks of daily living unaided.
- Helping service users achieve autonomy and independence of personal decision-making, including the assumption of reasonable and fully thought-out risks.
- Promoting opportunities for service users to establish and retain contacts beyond their home.
- Encouraging service users to have access to and contribute to the records of their own care. All service users receive a copy of their care plan.

CHOICE

We aim to help service users, exercise the opportunity to select from a range of options in all aspects of their lives, in the following ways:

- Each client will be encouraged to exercise their full potential for making personal choices related to care, support, and lifestyles.
- We encourage clients to exercise informed choice in their selection of the organisation and individuals who provide them with assistance and the times they receive care.
- We will manage and schedule our services to respond as far as possible to clients' preferences as regards the staff with whom they feel most comfortable.
- We hope to cultivate an atmosphere and ethos in our service delivery which

welcomes and responds to cultural diversity.

FULFILLMENT

We want to help our service users to realise personal aspirations in all aspects of their lives. We seek to assist this in the following ways:

- Informing ourselves as fully as each service user wishes about their individual histories and characteristics
- Responding appropriately to the personal, intellectual, artistic and spiritual values and practices of every service user
- Respecting the service user's religious, ethnic and cultural diversity
- Attempting always to listen and attend promptly to any service user's desire to communicate at whatever level.
- Encouraging the fulfilment of personal aspirations and abilities in all aspects of daily life, including the chance to develop new skills and knowledge

CIVIL RIGHTS

We aim to help our service users to continue to enjoy their rights in the following ways:

- Provide easy access for our service users and their friends and relatives to complain about or give feedback on our services
- Encourage our service users to make full use of all services present in their local area

HEALTH AND PERSONAL CARE

We draw on expert professional guidelines for the services the agency provides. In pursuit of the best possible care we will do the following:

- Produce with the participation of each service user, regularly update, and thoroughly implement a service user plan of care, based on initial and then continuing assessment.
- Assist in obtaining knowledge about conditions and prospects, options and opportunities, and other ways of improving the individual's life.
- Take steps to safeguard the service user's privacy and dignity in all aspects of the delivery of health and personal care.
- Treat with special care service users who are dying, and sensitively assist them and their relatives at the time of death

PROTECTION AND COMPLAINTS

We know that service users may become dissatisfied from time to time and may even suffer abuse. To tackle such problems, we will do the following:

- Provide and operate a simple, clear and accessible complaints procedure.
- Foster a secure environment.

- Take all necessary action to protect the service users' legal rights
- Make all possible efforts to protect service users from every sort of abuse and the various possible abusers.

ARRANGEMENTS FOR THE CONTINUITY OF CARE

In the event that unforeseen circumstances interrupt or prevent service visits to a service user, Bramhall Care Limited has established policies and procedures to effectively ensure continuity of care which may apply in the following circumstances:

- Where the service user has requested a change in care/support worker
- Where bad weather hinders, delays or prevents care/support workers from keeping appointments.
- When a care/support worker fails to report for duty, necessitating a replacement colleague to be assigned
- Where a care/support worker fails to keep an appointment
- Where the service user cancels an appointment.

TERMINATION OF SERVICES TO SERVICE USERS

Bramhall Care Limited's contract for the supply of homecare will clearly state the obligations of both parties in respect of cancelling a service contract, and the required periods of notice to be given in either case.

Where Bramhall Care Limited delivers care to service users on behalf of local authorities, the obligations upon all parties will be clearly laid out in the relevant contracts and associated agreements with those local authorities.

It is, however, recognised that there may be exceptional circumstances where Bramhall Care Limited may cease to provide services to a service user. These are clearly stated, together with appropriate action to be taken, in Bramhall Care Limited policy on withdrawing care from a service user.

COMMENTS, COMPLEMENTS AND COMPLAINTS

We aim to provide high quality services. So if one has a comment, compliment or complaint about one of our services, please let us know. Speaking up, helps us as an organisation so that we can learn and improve the quality of services we provide. We always take complaints seriously and treat complaints confidential. It is important to note that making a complaint does not affect one's rights and will not result in the loss of any service you have been assessed as needing.

COMPLAINTS PROCEDURE

Bramhall Care Limited has a full complaints and compliments policy for receiving compliments and managing and investigating complaints made by service users, carers or other persons. This is in adherence to the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and The Health and Social Care Act 2008 (as amended).

Who can complain?

Anyone who uses our services can complain. One can complain on someone else's behalf, although one will need their consent.

How to complain

One can make a complaint in the best way that suits him/her which can be face to face, by telephone or in form of a letter or email making sure one provides the following details:

- How the complainant can be contacted
- Clearly state who or what one is complaining about
- Where and when the event that is concerned happened
- Where possible, what action one would like us to take?
- Complain as soon as possible

If one is unhappy with something, one can speak to any member of staff who is dealing with one's care and they will try to resolve the concern straight away. If they can't, they will refer the complainant to The Registered manager who is appointed to deal with complaints. We assure that Bramhall Care Limited welcomes complaints and there is always someone readily available to help.

If a service user has a reason to complain, he/she should in the first instance speak to the staff on duty. If a service user feels that his/her complaint has not been resolved to his/her satisfaction, they can make a written complaint to the registered person. In a situation where a complaint is verbal, we will ensure that this is accurately and securely recorded and acknowledged.

- The complaint will be acknowledged within 3 days because we take every complaint seriously.
- We will respond to the complainant in writing within 3 days with details of what steps we will be taking following the complaint.
- We will aim to resolve the complaint in full within 28 days. We will ensure that all complaints are thoroughly investigated and resolved within the specified days. We will also keep the complainant informed during the 28 days.
- If the complaint relates to a potential breach of regulations or standards CQC will ensure that the matter is appropriately investigated by relevant bodies.
- If an investigation procedure takes longer than the specified time the client will be kept up-to-date and will be given an explanation in writing.
- If one is still not happy with the outcome of the investigation or results, he/she can contact us again and we will do our best to resolve the concern.

Complaints can be channelled to the registered manager:

Address:

Nomusa Dube

Bramhall Care Limited

5 Brighton Range

Manchester

M18 7LP

Email: registeredmanager@bramhallcare.com

Telephone: 07974477987

If still not satisfied, one can forward the complaint to the local council's Complaints Team :

Address:

Corporate Complaints Team

PO Box 532

Town Hall

Manchester

M60 2LA

Telephone: 0161 234 3012

Email: contact@manchester.gov.uk.

Online form: <https://manchester.secure-forms.co.uk/forms/complaints>

Finally, if one is still not satisfied with the investigation or the outcome, then the final arbitrator is the Local Government and Social Care Ombudsman (LGO). They are contactable on:

Address:

The Ombudsman

P. O Box 4771

Tel: 03000610614

SAFEGUARDING VALNURABLE ADULTS A safeguarding concern can also be raised by contacting the local Safeguarding Adults Board on the contact details below:

Address:

Manchester Town Hall Extension

Albert Square

PO Box 532

Manchester, M60 2LA.

Email: manchestersafeguardingpartnership@manchester.gov.uk

Tel: 0161 234 3330 / 0161 234 5001

If at any stage in the proceedings, you feel your complaint has not been properly dealt with or if the complaint relates to a potential breach of Care Quality Commission (CQC) regulations or standards, clients have the right to contact CQC directly.

We are looking to be regulated by Care Quality Commission who monitor how complaints made about regulated services are handled and resolved to improve quality of standards.

They can be contacted at the following address:

Address

Care Quality Commission (CQC)

Citygate Gallowgate

Newcastle upon Tyne

NE1 4PA

Tel: 03000616161

Website: www.cqc.org.uk

Bramhall Care Limited will cooperate with any appeal raised and will always aim to reach an accepted outcome. It is our overriding objective, as a learning organisation, to strive and ensure that compliments outweigh complaints. Therefore, Bramhall Care Limited welcomes any suggestions and opportunities to further improve services we provide.

Accommodation for persons who require nursing or personal care

Provision

Bramhall Care Limited will accept

>2 young people both males and Female

>Young people who require personal care

>Young people who are aged between 18 and over

Address: -

5 Brighton Range

Gorton

Manchester

M18 7LP

- 2 double bedrooms for our clients
- Bathroom and toilet together
- Kitchen and dinning room.
- Kitchen is fully equipped with pots and there is a dishwasher
- Lounge with comfortable sofas to relax with friends and family
- Staff have an office which also serves as their bedroom
- There is a basement with both the washing machine and dryer.
- Small back yard with 4 garden chairs to relax during summer.
- There is high speed Wi-Fi for our young people to complete their homework and research.

Our clients are encouraged to personalise their rooms given the length of time they are expected to stay in the placement. All soft furnishings and bedding will be flame retardant to promote fire safety. Our Client will have a lockable cabinet in their bedroom and wardrobe for personal belongings as part of their bedroom furniture.

Our Clients will have the choice to complete their homework downstairs in the Kitchen where there is a table or in their bedroom, which is furnished with a desk and suitable chair for this purpose.

Qualification

The Service Manager :Nomusa Dube

- Bachelor of Science Honours in Biology – University of Havana Cuba 1996
- Bachelor of Science Honours in Social Work ---Salford University 2010
- Level 5 Diploma in Leadership and Management for Residential Childcare—Online course May 2023

My background is in social care and education. I have over twelve years of post-qualifying experience working as a Social Worker within Children's Services in several Local Authorities. These include Manchester, Salford, Lincolnshire, Wakefield, Sandwell, Tameside and currently Liverpool. I hold a BSc (Hons) Degree obtained in May 2010 from Salford University. I also hold a teaching degree BSc (Hons) in Biology obtained in Cuba in 1996. I have recently renewed my registration with Social Work England to practise as a Social Worker and my registration number is SW6133.

I have transferable skills from my previous role as a Manager in the Leaving care Team, to this role as a director and registered manager for Bramhall care Limited. In my previous role as Manager in the leaving care team, I have supervised 5 social workers and also 5 Personal advisers. I will be able to use this skill to supervise the staff at Bramhall care services making sure that they have all the support they need to meet our young people's needs specially to transition safely to adult hood and beyond. I have managed to achieve this with my social workers and Personal advisers in the living care team through making sure the plans were fit for purpose and meeting the young people's needs. I made sure there was contingency plan in place.

Having worked as a manager and seen the impact of lack of preparation for our young people when they transition to adulthood, especially around housing as the young people had to present homeless on numerous occasions due to lack of proper preparation. The team started planning for post 18 earlier, as soon as our young people were received from the Cared For Team, application to housing and independent skills work started straight away. It is my aim to work alongside children services in making sure the plans were fit for purpose and right for the young people that will be placed at Bramhall Care Limited.

I have also chaired multi agency meeting and held partner agencies to account. As a registered manager I will be able to work in partnership with partner agencies in line with The working together to Safeguard children 2023. As a registered manager for

Bramhall care Limited with the above skills I will be able to identify safeguarding concerns, and these will be shared with the placing social worker so that appropriate plans are in place to protect the our clients placed with Bramhall Care Limited.

As a manager in the leaving care team, I have made sure that young people were supported to maintain healthy relationships with parents and significant people where it was appropriate and safe to do so. As such, I will be able to support our clients placed at Bramhall care limited to maintain positive relationship with their extended family.

I have also worked as an Independent Reviewing officer for over 4 years in different local authorities. As a registered manager and director of Bramhall care Limited, I will be able to ensure our clients' individual plans are fit for purpose and meeting their individual needs.

I have also worked as a science teacher in Zimbabwe and in the United Kingdom and I will be able to ensure our clients are supported appropriately with their education to reach their potential. I will be able to understand and work with colleges and adult learning centres to support our clients understand their educational needs and support them in their education meetings and address any actions agree as these meetings.

I have also gained the following skills.

- Over 5 years' experience as an Independent Reviewing Officer in 4 Local Authorities
- Challenged the Local Authority if she felt that the young person's care plan was not meeting their needs.
- Team Manager in the Leaving Care and Looked After Children's Team.
- Completed supervision with the social workers and personal advisers.
- Chaired multi-agency meetings when safeguarding concerns have been raised about a child.
- I have been an auditor for a Local Authority for a year.
- Chaired meetings with care providers to ensure the package of care offered to the young people was appropriate in meeting their needs and offered value for money.
- Liaising with the legal team when young people are in proceedings.
- Managing cases involving challenging behaviour and risk assessments including child sexual exploitation and substance misuse.
- Excellent interpersonal skills especially with young people and children and other multi-agency professionals
- Working effectively under pressure including prioritising workload.
- Excellent time management skills.
- Completion of court statements within timescales and Lead Social Work reports for children in care reviews.
- Safeguarding vulnerable children and young people and young adults.

- Providing supervision to staff in the team.
- Making appropriate referrals to other agencies and organizations to meet the assessed needs of children and young people and their families.
- Liaising with the local Police Protection Unit to ensure the safety of children/young people who are at risk of suffering immediate significant harm.
- Keeping up-to-date case records of intervention and statutory visits.
- Involvement in multi-agency work to meet the assessed needs of children/young people.
- Family Proceedings Court Attendance.
- Assessing and arranging contact between children/young people and their families.
- Developing positive relationships with children/young people in care.
- Completing detailed placement requests to ensure that children in need of placements are matched with appropriate carers who can meet their developmental needs.
- Ensuring that children on my caseload have Personal Education Plans, Looked After Medicals and delegation of authority as appropriate.
- Completion of placement risk assessments, care plans, pathway plans and description of child/young person's developmental needs taking into consideration their age, sex, culture and disability.
- Assessing and arranging contact with family and friends for children/young persons on my caseload.
- Taking the lead in safeguarding issues as and when they arise.
- Pathway Planning for children in care.
- Completion of Child Permanency Reports for long-term fostering, special guardianship and adoption.
- Completed Pathway Plans for Young people

With the above experience I feel that I will be able to understand support our clients who will be placed in my service to fully meet their potential, especially by ensuring their strength is recognised and is used to support them develop individual skills to enable them to reach their with the view of living independently or with support in the community.

Staffing (Recruitment)

Bramhall Care Limited will endeavour to staff its home with staff who have knowledge of child development. The Registered manager will ensure staff employed are caring and treat clients with compassion, kindness and dignity. This culture will be enforced during supervision. Our clients will be afforded person centred care preferences, that is, should the young person want to be addressed by their nickname this will be the case.

As our clients develop and grow, their needs change and their care package may need to be adapted to meet their needs. As a service we will make sure our service is responsive as such to make sure we adapt our care plans to meet our clients' and

changing needs in a person centred manner.

We will ensure our clients are afforded a service that is effective, an effective service by following our recruitment policy and ensuring staff employed have the right skills to meet our clients changing needs especially around ensuring they have access to appropriate nutrition and are well hydrated .

Our clients will be protected from any form of abuse. This will be achieved by ensuring we follow our recruitment policy. All staff employed will have an enhanced DBS checks, 2 references from their most recent employers and will have at least level 2 or 3 Diploma in Health and Social Care and will have appropriate induction. Our staff will also be encouraged to report worries so that we all can learn from incident and become a better and outstanding service.

Our staff will also be required to complete The Care Certificate. This is a set of 15 standards that provide a foundation for care work, covering topics including safeguarding vulnerable adults level1 and 2 , infection control and person centred care. Our staff will also be required to complete training in Medication administration and specialist training such as dementia, and mental health awareness

All applicants will be expected to complete a comprehensive application form detailing their employment history, qualifications, and experience. The management team will be expected to check all references. It is expected that all candidates provide two employment references prior to being offered a position at Bramhall Care Limited.

Staffing Levels

Bramhall Care Limited will ensure the our clients' assessed needs is in line with the staffing. Some clients may only require 1 to 1 staffing whereas others may require support from 2 staff and hence appropriate staffing levels will be assessed and staffing will be provided as per the need of the service user in placement at that time.

Arrangements and Response to safeguarding concerns

Safeguarding adults is central to everything we aim to achieve for our clients placed at Bramhall Care Limited. We will endeavour to make sure our policies and procedures promote and protect the our client's care, safety and wellbeing. We aim to do this by:

- Promoting a warm nurturing and secure environment where the our clients will feel safe, cared for, contained, and invested in and where they want to be.
- By taking appropriate action to protect them from potential and actual risks.

We have a wide range of policies and procedures to promote these aims. They can be provided upon request made to the manager.

These include;

- Safeguarding vulnerable adults. Any suspicions or incidents of abuse or neglect will be dealt with in accordance with Bramhall Care Limited Safeguarding vulnerable procedure and with reference to the relevant. These procedures provide clear guidance about reporting and recording requirements and promote

the need for staff to work together with Local Authorities and police and partner agencies. Support staff will receive safeguarding vulnerable adults training. The procedure contains detailed guidance on the management of allegations against staff.

- All staff are trained in understanding sexual exploitation and peer violence and in undertaking stay safe work for young adults.
- Managing Bullying and anti-discrimination procedure. Support staff will receive training on this.
- Staff selection, recruitment, and vetting procedure. Thorough procedures are operated with an emphasis on the safety and suitability of staff to work with vulnerable adults
- Additional staffing will be provided where there is an assessed need in the short term and longer-term intensive support packages can be devised and provided by negotiation and agreement with the Local Authority.
- Careful placement matching is undertaken through a thorough referral, assessment, and admission process to maximise safety and placement stability.
- Placement plans all include detailed risk assessments identifying risks and risk management plans.
- Family time is supported where appropriate and consistent with client's safety needs and care plan.
- Bramhall Care Limited has a whistleblowing policy and complaints procedure for our clients, staff, family and professionals.
- Our Clients will be encouraged to complete regular feedback forms regarding their care and wellbeing.

Given the range of issues often presented by vulnerable adults, there is often a fine balance between managing risk and enabling normal adolescent exploration and increasing independence. Constantly reviewing and updating risk assessments in conjunction with Social Workers and young adults will be an important part of doing this. Our service users will be encouraged to understand the connection between trust and responsibility and increased independence.

Arrangements for Family Time

Family time is important for any individual more so to the vulnerable adults who do not live with their families. Family time will actively be promoted and supported wherever this is consistent with our service user's wellbeing, wishes, care plan and current risk assessment.

Family time arrangements with immediate family members and their extended network, are agreed at the start of the placement between the Manager and staff and the placing Authority Social Worker. For the first month following placement, we will plan for significant others to visit our clients at the house, to not allow a feeling of being lost whilst they are settling. This is only will be agreed only if it is in line with the service user's care plan. Family time in the house is subject to risk assessment and supervisory arrangements however, all efforts are made to make visitors feel welcome

and comfortable.

Family time may take place in the home or outside (or a combination of both) and will be supervised or supported by staff when required, in accordance with care plans and review decisions.

Our service users will have access to a telephone in the house which they can use to contact all significant people as identified in their contact plans. Where appropriate our clients may have access to a mobile phone which enables them unrestricted access to friends and family.

Supporting religious and cultural needs of young person

Part of the consideration for accepting a service users at Bramhall Care Limited is to have the local authority care plan outlining all needs of the service user including that of diet, culture, and religion and to hold an initial planning meeting where the service users' needs will be discussed in more detail and plans agreed on how they can be met. Part of this procedure should involve meeting with the client to ascertain their views and wishes regarding religious belief, observations and practice as well as establishing and taking into consideration their wishes of the significant others where appropriate. This will ensure that we can make practical arrangements to meet their needs fully.

Complaints and Compliments

Bramhall Care Limited has a robust complaints procedure to ensure excellent quality service and to encourage a sympathetic and responsive attitude to people who complain or make representation. Implicit in this is recognition of the need to protect vulnerable young people and constantly improve service quality. To assist the effectiveness of the procedure, the initial response to representation/complaints will take place within day to day service delivery systems and will be operated in this way by management and staff. In this way, it is hoped that dealing with these issues is part of the 'norm', not separated from it. If issues cannot be resolved in this way, then the manager will investigate the matter further.

It is the belief that being able to complain/challenge serves to promote a working environment where issues of safety are paramount. Bramhall Care Limited will always support its service users to access the services of an advocate via their local authority or independently or to contact their Social Worker where they wish to do so. Any complaints that give rise to safeguarding concerns will be dealt with in accordance with the safeguarding policy and procedures.

Anti-discriminatory practice

Bramhall Care Limited is committed to achieving equality of opportunity in both the service it provides and the employment of its staff and expects all employees to promote this policy in their work. To achieve equal opportunity and anti-discriminatory practice at Bramhall Care Limited, the following guidance has been formed and is actively promoted:

- Any form of discrimination or harassment by staff or service users living at Bramhall Care Limited will not be tolerated. If observed, or suffered, the instances should be brought to the attention of a senior member of staff and appropriate action will be taken immediately.

The maintenance and development of cultural identities of service users in Bramhall Care Limited is viewed as being crucial to their overall lives. Therefore, it is also the role of staff to promote the cultural identities of each client in a positive manner, and where possible create the conditions that allow this to occur.

- Swearing by anyone is not tolerated.
- Racist, sexist, homophobic, or ageist comments and behaviour are not tolerated. Any such anti-social behaviour will be challenged and dealt with robustly. The same applies to behaviour of an offensive nature, this will also be dealt with swiftly.
- Support staff will be given training to promote an awareness and understanding of issues relating to race, culture, religious belief, socio-economic status, gender, sexuality, disability, in order to better support the service users living in Bramhall Care Limited.
- Policy relating to equal opportunity is formulated and agreed for implementation at managers meetings and team meetings. All staff and service users are positively encouraged to bring forward views and ideas for promoting equal opportunities and anti-discriminatory practice.

Bramhall Care Limited has a strong commitment to ensure that we have an environment where each young person can openly practice their religion and cultural rights as they wish to do so and also if it requested by parents (where applicable) and the referring Local Authority.

How to contact

To arrange an informal visit or to discuss the referral process, please contact us through the following methods:

Register Manager :- Nomusa Dube

Contact Number:- 07974477987

Email :- registeredmanager@bramhallcare.com

Box will expand if completed using a computer

Statement of purpose

Health and Social Care Act 2008

Part 3

Location(s), and

- the people who use the service there
- their service type(s)
- their regulated activity(ies)

Fill in a separate part 3 for each location

The information below is for location no.:	1	of a total of:	1	locations
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Name of location	Bramhall Care Limited (Brighton House)
Address	5 Brighton Range Gorton
Postcode	M18 7LP
Telephone	07974477987
Email	registeredmanager@bramhallcare.com

Description of the location

(The premises and the area around them, access, adaptations, equipment, facilities, suitability for relevant special needs, staffing & qualifications etc)

The home is situated in a location that supports its aims and objectives to provide access to external services, recreational activities, and support our clients to maintain relationships with their families. The location of this accommodation blends in well with the local community and it is situated 2 minutes of Dabdale Park which recently benefited from a refurbished, and state of the art tennis courts and basketball ball courts. There is also a table tennis in the park.

At the back of the Park there is a donkey sanctuary and there is an opportunity to visit the sanctuary to feed the donkeys as well.

To the back of the park, Gorton Park reservoir is located. There is an opportunity to talk a walk and feed the ducks with support from staff.

The home is located within good bus routes to both Manchester city Centre and Stockport city centre with frequent buses running. Manchester College is also on a busy bus route which is an advantage. The college offers learning to service users from the ages of 16 and above, hence the service users in our care will be supported to engage in learning at the Manchester college.

Bramhall Care Limited provide accommodation for service users 18 years of age and over, either male or female. The service users will be provided with individual rooms with shared bathroom and kitchen and living room. The kitchen is equipped with appropriate utensils to make meals. There is also a dishwasher in the kitchen. Due to this accommodation having stairs, it will not be appropriate for any service user who has physical limitations and require a wheelchair, however in the future we will look into a property which has disability access.

There is also high-speed broadband so that our service who are in college can have access to unlimited WI-FI to complete their research in the comfort of their bedroom or in the kitchen where there is a table.

All our clients will be encouraged to engage and participate in community-based learning. This will include completing voluntary work at the donkey sanctuary as this will enhance their social skills.

Brighton House is also located 1.5 miles from HIDE OUT YOUTH Zone. This state of the art and newly built Youth centre caters for all children and young people of all abilities from 8 years old up to young adults of 25. They have a lot of activities and support staff who have extensive experience in working with and supporting everyone including those who are neurodiverse. Our service users will be encouraged to engage in activities offered by the Hide Out Youth Zone Centre so they can socialise with the hope of making lasting friendships.

No of approved places / overnight beds (not NHS)

2

CQC service user bands

The people that will use this location ('The whole population' means everyone).

Adults aged 18-65	☒	Adults aged 65+	☐
Mental health	☒	Sensory impairment	☒
Physical disability	☐	People detained under the Mental Health Act	☒
Dementia	☒	People who misuse drugs or alcohol	☐
People with an eating disorder	☐	Learning difficulties or autistic disorder	☐
Children aged 0 – 3 years	☐	Children aged 4-12	☐ Children aged 13-18 ☐
The whole population	☐	Other (please specify below)	☐

The CQC service type(s) provided at this location	
Acute services (ACS)	☐
Prison healthcare services (PHS)	☐
Hospital services for people with mental health needs, learning disabilities, and problems with substance misuse (MLS)	☐
Hospice services (HPS)	☐
Rehabilitation services (RHS)	☐
Long-term conditions services (LTC)	☐
Residential substance misuse treatment and/or rehabilitation service (RSM)	☐
Hyperbaric chamber (HBC)	☐
Community healthcare service (CHC)	☐
Community-based services for people with mental health needs (MHC)	☐
Community-based services for people with a learning disability (LDC)	☐
Community-based services for people who misuse substances (SMC)	☐
Urgent care services (UCS)	☐
Doctors consultation service (DCS)	☐
Doctors treatment service (DTS)	☐
Mobile doctor service (MBS)	☐
Dental service (DEN)	☐
Diagnostic and or screening service (DSS)	☐
Care home service without nursing (CHS)	☐
Care home service with nursing (CHN)	☒
Specialist College Service (SPC)	☐
Domiciliary care service (DCC)	☐
Supported living service (SLS)	☐
Shared Lives (SHL)	☐
Extra Care housing services (EXC)	☐
Ambulance service (AMB)	☐
Remote clinical advice service (RCA)	☐
Blood and Transplant service (BTS)	☐

Regulated activity(ies) carried on at this location		
Personal care	☒	
Registered Manager(s) for this regulated activity: Nomusa Dube		
Accommodation for persons who require nursing or personal care	☒	
Registered Manager(s) for this regulated activity: Nomusa Dube		
Accommodation for persons who require treatment for substance abuse	☐	
Registered Manager(s) for this regulated activity:		
Accommodation and nursing or personal care in the further education sector	☐	
Registered Manager(s) for this regulated activity:		
Treatment of disease, disorder or injury	☐	
Registered Manager(s) for this regulated activity:		
Assessment or medical treatment for persons detained under the Mental Health Act	☐	
Registered Manager(s) for this regulated activity:		
Surgical procedures	☐	
Registered Manager(s) for this regulated activity:		
Diagnostic and screening procedures	☐	
Registered Manager(s) for this regulated activity:		
Management of supply of blood and blood derived products etc	☐	
Registered Manager(s) for this regulated activity:		
Transport services, triage and medical advice provided remotely	☐	
Registered Manager(s) for this regulated activity:		
Maternity and midwifery services	☐	
Registered Manager(s) for this regulated activity:		
Termination of pregnancies	☐	
Registered Manager(s) for this regulated activity:		
Services in slimming clinics	☐	
Registered Manager(s) for this regulated activity:		
Nursing care	☐	
Registered Manager(s) for this regulated activity:		
Family planning service	☐	
Registered Manager(s) for this regulated activity:		

Statement of purpose

Health and Social Care Act 2008

Part 4

Registered manager details

Including address for service of notices and other documents

Please first read the guidance document *Statement of purpose: Guidance for providers*

The information below is for manager number:	1	of a total of:	1	Managers working for the provider shown in part 1
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1. Manager's full name	Nomusa Dube
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2. Manager's contact details	
Business address	5 Brighton Range Gorton
Town/city	Manchester
County	Lancashire
Post code	M18 7LP
Business telephone	07974477987
Manager's email address¹	
registeredmanager@bramhallcare.com	

¹ Where the manager has agreed to service of notices and other documents by email they will be sent to this email address. This includes draft and final inspection reports on all locations where they manage regulated activities.

Where the manager does not agree to service of notices and other documents by email they will be sent by post to the provider postal business address shown in Part 1 of the statement of purpose. This includes draft and final inspection reports on all locations.

Please note: CQC can deem notices sent to manager(s) at the relevant email or postal address for service in this statement of purpose as having been served, as described in Sections 93 and 94 of the Health and Social Care Act 2008. The address supplied must therefore be accurate, up to date, and able to ensure prompt delivery of these important documents to registered managers.

3. Locations managed by the registered manager at 1 above	
(Please see part 3 of this statement of purpose for full details of the location(s))	
Name(s) of location(s) (list)	Percentage of time spent at this location
5 Brighton Range Gorton Manchester M18 7LP	100%

4. Regulated activity(ies) managed by this manager		
Personal care	☒	
Accommodation for persons who require nursing or personal care	☒	
Accommodation for persons who require treatment for substance abuse	☐	
Accommodation and nursing or personal care in the further education sector	☐	
Treatment of disease, disorder or injury	☐	
Assessment or medical treatment for persons detained under the Mental Health Act	☐	
Surgical procedures	☐	
Diagnostic and screening procedures	☐	
Management of supply of blood and blood derived products etc	☐	
Transport services, triage and medical advice provided remotely	☐	
Maternity and midwifery services	☐	
Termination of pregnancies	☐	
Services in slimming clinics	☐	
Nursing care	☐	
Family planning service	☐	

5. Locations, regulated activities and job shares

Where this manager does not manage all of the regulated activities ticked / checked at 4 above at all of the locations listed at 3 above, please describe which regulated activities they manage at which locations below.

Please also describe below any job share arrangements that include or affect this manager.

No answer provided