



4ME&U LTD
known as **Devoncare**

Statement of purpose

Health and Social Care Act 2008

February 2024

Website www.devoncare.co.uk
Email office@devoncare.co.uk
Telephone (01752) 522522

Statement of purpose Health and Social Care Act 2008, Regulation 12, schedule 3

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 name ¹	4ME&U LTD					
CQC provider ID	1-9354846415					
Legal status ¹	Individual	<input type="checkbox"/>	Partnership	<input type="checkbox"/>	Organisation	<input type="checkbox"/>

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

Business address ²	The Barbican Centre, Lustleigh Close, Matford Park Road
Town/city	Exeter
County	Devon
Post code	EX2 8PW
Business telephone	(01752) 522522
Electronic mail (email) ³	office@devoncare.co.uk

By submitting this statement of purpose, we are confirming our willingness for CQC to use the email address supplied above for service of documents and for sending other correspondence.

Introduction

4ME&U Ltd, also known as Devoncare, is an independent care provider based in Plymouth . We provide domiciliary care and supported living services, covering a wide geographical area of Devon and Cornwall.

4ME&U is registered with Companies House, Company Registration number is 09100923.

4ME&U Ltd is registered with the Care Quality Commission (CQC) to provide the regulated activities (1) personal care and (2) treatment of disorder, disease, or injury.

We provide care, support to adults in their home in line with assessed needs. This often includes care for people as they come to the end of their life. Our care team are passionate about providing care when people need a sensitive, caring supportive care service.

We offer homecare and support service, to a wide range of people (who live with a range of conditions, illness, and disabilities) who need care and support, while living in their home or a supported living environment. We assist with identified tasks, helping to maintain independence at home for as long as possible. Tasks can include washing and dressing, help to get up and go to bed, toilet assistance, bathing, sitting service/companionship and sleepovers. Our staff team also offer help with household tasks including shopping, domestic housework, laundry and preparing meals, signposting to other agencies.

The people we support are our focus and priority. We help them with what they need, and we support them to do the things that they want and wish to do, to maintain and retain their skills and independence. Our aim is to provide a service that is driven by service user needs, and aspirations and to be a service provider they can trust and have confidence in. We have uncompromising high standards that exceed expectations, and we aim to make a real difference to people's lives.

Our management and care teams ensure care and support is safe, caring, responsive, effective, and well led. We provide care that acknowledges people's differences, and different ethnic backgrounds, embracing diversity, culture, and traditions to create the best outcome for all.

We have invested in our business to ensure that our governance and quality assurance meet the requirements of CQC regulations and the essential standards of Safe, Caring, Effective, Responsive and Well Led.

- We have invested in Quality Compliance Systems (QCS) for the past three years, to support our compliance to CQC regulations and requirements. This investment in our policies and procedures helps us to ensure that our teams work to regulatory requirements and best practice guidance.
- We prioritise the protection of personal information, and we have achieved Data Protection Registration accreditation from the Information Commissioner's Office (ICO)
- We have invested in a contract with an external IT support company, to ensure cyber security is permanently monitored.
- We have achieved certificate of compliance with the CHAS standards (2021 – 2024) in line with the requirements of SSIP Core Criteria and UK H&S Legislation
- We have successfully achieved a sponsorship license from the Home Office with an A rating to recruit skilled workers from overseas to work within our teams. (Our license is valid for 4 years March 2022 – Feb 2026)

- We employ independent HR support to ensure our people policies and procedures are up to date, relevant and compliant at all times.

This statement of purpose provides basic information about 4ME&U Ltd (known as Devoncare). It outlines our aims and objectives of service provision and how we will support people using our service to achieve their desired outcomes.

Our statement of purpose is reviewed annually, and it is shared with CQC when it is updated. It is available to:

- Employees
- People who use our service and their families
- Local authorities
- Care Quality Commission (CQC)
- The public or other interested parties

Equality and diversity

We are an inclusive organisation where individual differences are respected. We promote equality and diversity within our workforce. We believe that our employees are entitled to work in an environment that promotes dignity and respect for all. We uphold human and citizenship rights of all who work for us, with us and visit us as well as the people who use our service.

The management team actively promote and support equality and diversity policies. No form of intimidation, bullying or harassment is tolerated, and appropriate action would be taken if concerns are raised within the staff team. Staff and service users are treated with dignity and respect and we have measures in place to ensure this. Everyone has the opportunity to fulfill their potential without experiencing discrimination or disadvantage.

We support culture and diversity in our staff team in the following ways.

- We ensure that our workplace maintains an inclusive and equitable workplace culture, building a positive workplace environment, developing diverse and compassionate leaders, and care staff team who support people working in health and social care.
- We work to ensure that our culture is inclusive and that everyone in our workforce is treated equally and feels included and valued.
- We encourage our staff team to feel a sense of belonging to our organisation, resulting in people feeling valued and appreciated, happier and more resilient in their roles which in turn supports the continuity of care and support for the people we provide care and support for.
- We support our staff team to stay well, to have good physical and mental wellbeing.
- We encourage and support our staff team to pursue their careers in health and social care.
- We identify issues and barriers to professional development and endeavour to provide support and signpost to advice, information, training, resources.

- We want our staff team and our current and future leaders and managers to have good understanding of equality, to action positive change in relation to equality, diversity and inclusion, and build a positive workplace culture.
- We continually reach out to other organisations for guidance and follow best practice guidance such as Skills for Care, the University of Strathclyde and the LGBT Foundation learning framework for knowledge, skills, and values for working affirmatively with LGBTQ+ people in later life.

Complaints policy

Although we strive to always give the best service, there may be times when a service user or family member is unhappy or dissatisfied with our service. We encourage people to make use of our complaint's procedure.

We ensure that any person who uses our service can access information about how to raise a concern or make a complaint. Each service user is given a copy of the complaint procedure when we begin delivering a service. The procedure is simple, clear, and accessible, explains who to speak to about a complaint and what action will be taken to resolve the complaint. All issues raised are dealt with promptly and fairly, in line with our complaints policy and our Duty of Candour. The registered manager is the first line of support for complaints.

Quality assurance

We are committed to ensuring that we meet people's needs.

We complete regular audits on all aspects of the care and service that we deliver as part of a rolling programme of improvement and development. We review our findings and use them to improve the care that we deliver. We share our findings with our staff team and other stakeholders. Our membership of QCS ensures that our audits are relevant, meet compliance requirements and follow best practice guidelines.

Quality Assurance starts with recruitment of the care team - following good practice guidelines and we complete monitoring and observations of performance. All staff are trained in line with Skills for Care Common Induction Standards and competency is assessed by an experienced member of staff. New staff complete the Care Certificate and all staff are offered opportunity to complete QCF in Health and Social Care at various levels, depending on their role.

Part of assessing our performance includes feedback from people we support, using comments and satisfaction surveys from service users and their family members to obtain views and opinions. This helps us to review and improve the care and support we offer. We meet with our staff teams regularly to obtain their views and how we can improve what we do.

Our Mission

- **To provide a high-quality care service**, based on the principles of good care practice and core values for each person we support. We complete an initial assessment to ensure we can meet a person’s needs, and risk assessments identify how risks need to be managed. We maintain systematic and ongoing planning of care for each person, in partnership with care managers and other health or social care professionals. Our digital care planning system (Care Control) enables the manager to have oversight of care. All information and records are confidential, and all data is stored securely in line with requirements and guidelines.
- **To recognise and respect the rights** of each person we support, by actively promoting choice, privacy, dignity, fulfilment, and independence. When a service user has capacity to consent to their care, they sign a consent form following the initial assessment. If a person lacks capacity to make appropriate decisions, we complete follow local and national guidelines and always act in their Best Interests.
- **To liaise and work closely with people** we support, family members, adult social care services, regulatory bodies, and other care and professional agencies.

We believe that our service is stronger with input and feedback from our employees and service users. We listen to our stakeholders, obtain and act on feedback, we complete quality assurance surveys and continually seek ways to develop and improve the care we deliver. All information is monitored and acted upon accordingly. In line with our Duty of Candour, appropriate feedback is provided, especially where lessons are learnt or practice is changed because of feedback.

- **To ensure that our staff team are recruited safely**, supported, skilled, experienced, and trained in delivering care and support.

We ensure that our team complete their roles confidently, safely and effectively and that they have the skills to complete all tasks assigned to them. Staff have access to all policies and procedures. We have regular team meetings, supervisions, and annual appraisals. All staff receive statutory and mandatory training which includes the following and more.

Safeguarding (adults at risk) and how to act or report issues of concern	Mental Capacity Act, DoLS, and the importance of choice and consent
Person-centred care and record keeping	Professional boundaries
Nutrition and hydration	Moving and handling
Medication management	Health & safety including, how to respond to an incident or accident
First aid	End of life care
Dementia	Challenging behaviour
Autism	Infection Prevention and Control

- **To ensure our fitness of purpose and practice.** We are committed to achieving our aims and objectives through providing a quality service, with continuous review, leading to improvement of the care and support we provide in line with best practice guidance. We are required to meet national minimum standards for domiciliary care agencies and supported living arrangements.

Aims and objectives

At Devoncare, we have **the following aims** to help us to deliver high-quality care that is safe, effective, responsive, and caring in line with CQC requirements.

1. To provide person-centred care focusing on individuals' needs. We ensure that people using our service receive the highest standard of care. We do this by getting to know people, understanding their needs, and delivering excellent care, with the aim of exceeding their expectations.
2. We promote empowerment of people we support by encouraging choice and support and encourage people to be involved in planning and evaluation of their own care.
3. We ensure that all care and support plans and risk assessments are up to date and reflect the current needs and risks of each individual at any given time.
4. We help people when they need us, we treat people with compassion, dignity, and respect at all times.
5. We promote optimal health, independence, and quality living for all who use our service, irrespective of age, religion, race, gender, disability, sexuality, or beliefs.
6. We continue to improve satisfaction and experience for people who use our service. We do this by checking with them about their experience of the care and support we deliver and making improvements and changes to reflect their suggestions.
7. We ensure a robust quality assurance structure is in place, that identifies risks, and we develop action plans that will negate and/or reduce risk.
8. We work with a comprehensive range of policies and procedures to support the delivery of care within our service.
9. We learn from incidents and untoward events to improve our service and consistently innovate wherever we can by embracing change to enhance and improve our service.
10. We encourage all team members to participate in achieving our aims and objectives so that our team take pride in our work and our organisation.
11. We promote and develop a culture of responsibility and accountability within our staff team.
12. We ensure that all team members are trained, skilled and experienced and provide caring, compassionate, and friendly support or care for people using our service.

We have **the following objectives** to help us to achieve our aims.

1. We ensure that our teams maintain the highest professional and ethical standards.
2. We respond to the needs of people who use our services in a timely and appropriate manner, and we provide feedback when it is required
3. We encourage innovation, ambition, enterprise, and continuous improvement within our teams, so that all team members feel involved in our organisation.
4. We support staff growth, personal and professional development to enable them to exceed the expectations of people we support.

Location

Name of location	4ME&U LTD
Address	Unit 136 City Business Park, Somerset Place Plymouth
Postcode	PL3 4BB
CQC Location ID	1-10047557649
Telephone	(01752) 522522
Email	office@devoncare.co.uk

Description of the location (The premises and the area around them, access, adaptations, equipment, facilities, suitability for relevant special needs, staffing & qualifications etc)
<p>The registered location is situated in a business park – City Business Park. It is located near to the city centre and has good access routes for our staff team and is an accessible site.</p> <p>Our location consists of an office base from which the care team is supported, co-ordinated and managed.</p> <p>Staff and care records and our IT systems are stored securely at our office premises. Our quality assurance framework and all policies, procedures and key documents for governance are co-ordinated and stored securely at our office location.</p> <p>There is adequate parking for the staff team. There are offices for the management and support team and there are facilities for staff meetings and staff training.</p> <p>The Business address also offers an on-site training facility that we use for all our face-to-face accredited training which is fully certificated.</p>

People who use the service, service types, and regulated activities

CQC service user bands			
The people that will use this location ('The whole population' means everyone).			
Adults aged 18-65	<input type="checkbox"/>	Adults aged 65+	<input type="checkbox"/>
Mental health	<input type="checkbox"/>	Sensory impairment	<input type="checkbox"/>
Physical disability	<input type="checkbox"/>	People detained under the Mental Health Act	<input type="checkbox"/>
Dementia	<input type="checkbox"/>	People who misuse drugs or alcohol	<input type="checkbox"/>
People with an eating disorder	<input type="checkbox"/>	Learning difficulties or autistic disorder	<input type="checkbox"/>
Children aged 0 – 3 years	<input type="checkbox"/>	Children aged 4-12	<input type="checkbox"/> Children aged 13-18 <input type="checkbox"/>
The whole population	<input type="checkbox"/>	Other (please specify below)	<input type="checkbox"/>

Complex Care

The CQC service type(s) provided at this location	
Community healthcare service (CHC)	<input type="checkbox"/>
Domiciliary care service (DCC)	<input type="checkbox"/>
Supported living service (SLS)	<input type="checkbox"/>

Regulated activity(ies) carried on at this location	
Personal care	<input type="checkbox"/>
Registered Manager(s) for this regulated activity: Ghizela Cleopatra Grigorescu Adam	
Treatment of disease, disorder or injury	<input type="checkbox"/>
Registered Manager(s) for this regulated activity: Ghizela Cleopatra Grigorescu Adam	

Domiciliary Care and Supported Living Service

Devoncare is a specialist provider of high quality, flexible person-centred support. We provide personal care and support for people who either live in their own home or in a supported living environment. People's needs vary greatly, and our care service can vary greatly, depending on individual requirements. Packages of care and support are designed to meet individual circumstances.

The service user receives a visit from a member of the care team at their home, at various times of the day. In some cases, care is provided over a continuous 24-hour period. Where care is provided intermittently through the day, the person may not require continuous support or care between the visits. Or the person may be supported by a carer, family member or friend.

Our team provide care to people who have been assessed as needing assistance to meet their social and/or personal care needs. We provide this support in their home and at times that are suitable and convenient to the individual. The rights of the person we support are at the forefront of our philosophy of care.

Devoncare offers quality care and support to adults with physical, sensory, mental health or mild learning difficulty, to older people and to people living with dementia. We support people to continue living at home by providing the extra help and support they may need. We ensure that people are involved in and are central to their care and support. We strive to go the extra mile to promote and preserve dignity, respect, choice, independence, emotional and mental wellbeing, and fulfilment and community access.

We are people centred, and professional, delivering a service within a culture of continuous improvement. We promote choice, enable, and empower service users to live independently in their own homes and support their families with their caring roles.

What service do we offer?

We can assist with tasks that a person is unable to complete themselves, to help to maintain independence at home for as long as possible. We can assist with:

- Personal care – wake up calls, bedtime routines, washing, dressing, help with intimate daily routines, toilet or bathroom assistance, sustaining nourishment, assisting with meals.
- Companionship – combat loneliness, accompanying to activities, household chores, medication support.
- Dementia support – maintaining a safe environment. Supporting changing or challenging behaviour, positive encouragement.
- Condition led care – helping service users to lead an independent life, fulfil their aspirations and enable them to continue to enjoy their interests.
- Respite support – respite break for family or friends, peace of mind, for them to relax, rejuvenate energy levels and enthusiasm for their caring role.
- Hospital to home – preparing for hospital admission, planning discharge, supporting recovery at home.
- Palliative care – ensuring comfort, managing pain, distress, social and spiritual support.

- Live in – practical alternative to residential or nursing home. Twenty-four-hour peace of mind, quick emergency response.
- Overnight stay – allowing a good night's sleep, toilet assistance, medication reminders, changing bed positions.
- Complex care – we support service users with PEG, catheter, stoma, tracheostomy and other clinical conditions

Privacy

We recognise that the need to accept assistance with personal tasks can be invasive and our care team strive to provide dignified and compassionate care. We strive to retain as much privacy as possible for service users and treat them with respect by:

- Giving assistance in personal situations as discreetly as possible
- Guaranteeing service users' privacy when using the telephone, opening, and reading post or social media and communicating with friends or relatives.
- Ensuring confidentiality of information that the company holds about service users.
- Only entering a person's home after a carer has knocked and announced their arrival.

Dignity

The dignity and value of each service user is recognised and respected, we support everyone to exercise his/her personal choices of opportunities and lifestyle by:

- Knowing the person's care plan, following their wishes about how assistance is provided.
- Assisting people to present themselves as they wish through their clothing and grooming.
- Treating each service user as a valued individual.
- Ensuring that each service user is consulted in decisions about their care including timing of any planned care.
- Addressing service users by their preferred name
- Tackling any stigma people may experience through age, disability, or status.

Independence

Sometimes people may have given up some of their independence in deciding to commence a home care service or a supported living arrangement. We encourage all service users to maintain as much independence and individuality as possible in the following ways:

- Maximising the abilities people have by encouraging them to complete daily tasks unaided, in line with care planning.
- Assist people to access and contribute to their care plan records.
- Promote opportunities for people to establish and retain contacts outside their home.
- Service users are encouraged to control their own personal finances.

Civil rights

Everyone has the right to choose how they live, and we support service users to choose from a range of options in all aspects of their lives, and to maintain their place in society as fully participating and benefiting citizens by:

- Encouraging people to access public services such as transport, libraries, local shops, community groups and voluntary services in their area.
- Support service users to access all elements of the National Health Service.
- Encouraging people to maintain their right to vote.

Choice

We aim to help service users to make choices in their daily lives by:

- Preparing their choice of meals and drinks or help them choose what and when they prefer.
- Encouraging people to choose what organisations and individuals can support them.
- Encouraging people to retain maximum flexibility in the routines of their daily life.

Fulfilment

Every individual, whatever their circumstances, has the right to hold personal aspirations. We seek to assist service users in the following ways:

- Responding appropriately to personal, intellectual, artistic, and spiritual values and practices
- Respecting the service users' religious, ethnic, and cultural diversity.
- Ensuring that we are fully informed of each person's wishes, about their individual histories and characteristics, including end of life wishes.

Health and personal care

We provide care, in partnership with other agencies, to meet the health, social care and personal care needs and preferences of service users. We follow professional best practice guidelines. We do this by:

- Ensuring each person can choose and access their GP, Dentist, Optician and Chiropodist and supporting service users with their appointments in line with care plans.
- Establish and ensure safe procedures for administration of medicines.
- Regular review and update plan of care, based on initial and continuing assessments.
- Take steps to safeguard a service user's privacy and dignity in all aspects of their health and personal care.
- Provide enhanced care to service users who are dying and sensitively assist them and their relatives prior to and at the time of death in line with their culture and their wishes.

Any damage to a service user's property or belongings caused by our staff when carrying out any service will be either repaired by the company or a replacement will be offered.

We will not work in a service user's home if the service user is not there, and we will not allow people to enter or work in the service user's home unless the service user or family has arranged this themselves.

Registered manager details

Including address for service of notices and other documents

Leadership within the company is critical to all operations.

The registered manager is a registered nurse. She is responsible for the following.

- Providing leadership and management to ensure robust operation and high quality, safe service, ensuring that people who use our services are protected from abuse in line with local safeguarding policies and procedures.
- Supporting the staff team, ensuring good recruitment practice, appropriate training for staff and regular staff meetings, supervisions and annual appraisals
- Creating an open, positive, and inclusive approach for all stakeholders
- Ensuring service delivery meets the assessed needs of each person who uses our service.
- Ensuring effective quality assurance and monitoring system is maintained and adhered to and is aligned to the Health & Social Care Act and CQC regulations and requirements.
- Ensuring compliance with Health & Safety at Work Act 1974, the Mental Capacity Act, and the various regulations by which we must deliver a safe and well led service.
- Maintaining accurate and safe record keeping, and financial procedures to ensure the safety of the organisation and people who use our service.

Manager's full name	Ghizela Cleopatra Grigorescu Adam
Manager's CQC ID number	CON1- 9354846433

Manager's contact details	
Business address	4ME&U LTD Unit 136 City Business Park, Somerset Place
Town/city	Plymouth
County	Devon
Post code	PL3 4BB
Business telephone	(01752) 522522
Manager's email address¹	
gisela@devoncare.co.uk office@devoncare.co.uk	

Location managed by the registered manager

Name(s) of location(s) (list)	Percentage of time spent at this location
4ME&U LTD Unit 136 City Business Park, Somerset Place, Plymouth, Devon, PL3 4BB	100%

Regulated activities managed by this manager		
Personal care	<input type="checkbox"/>	
Treatment of disease, disorder, or injury	<input type="checkbox"/>	