1. **Provider Information**

Provider’s legal name - SOS Recruitment Group Ltd

(Also known as SOS Care Services)

We are a Limited company.

Company number – 11354050

Incorporated on 10th May 2018

**Registered Address**

Suites 1-2 First Floor, Centre House, Court Parade, Aldridge, Walsall, WS9 8LT

**Contact Details**

Company email address – **info@sosrecruitment.org.uk**

Company Telephone Number – 01922 345918

**Company Owner and Managing Director**

Jayne Dainty

Contact Email – sosrecbhm@gmail.com

Contact number - 07843391751

1. **Aims and Objectives**

**Summary -**

* To provide outstanding standards of care and support
* To provide a consistent team of support workers to meet the individual needs of people we support
* To work flexibly with the individual to enable them to lead a full and active life as a part of the community
* To encourage individuals to develop their social networks
* To encourage adults to understand how to live independently
* To promote a safe and stimulating environment
* To utilise ‘assistive technologies’ to enable greater independence
* To promote and encourage future life opportunities

**Detail -**

* To provide a service that encompasses our organisational core values of care, trust, respect and progress.
* Many of the people who require support within their own homes may be experiencing independent living for the first time, with many of them coming out of residential care and educational provisions or the first time away from parental carers. The transition from these types of services to less supportive environments can be hugely challenging for the individual and their families/carers. The appropriate management of the transition process is paramount to the success of the placement and should ensure that the individual is at the centre of all decisions made and that their preferences and wishes are heard and every effort is made to reach the desired outcomes of the individual. Of course, at times the aspirations of the individuals we support may not be attainable within the restrictions of funding and financial limitations. At these times, every effort should be made to ensure that alternative agreeable outcomes are achieved and whenever possible that the individual is aware of why their desired outcomes are unachievable.
* The direction of the service will be reflective of the individuals needs not our own. Potential clients should know that we will do things with them not for them! Undertaking tasks with clients will help them to develop the skills, ability, knowledge and confidence to do them for themselves in the future. Clients will be able to choose who supports them, either someone from our existing employee team or someone new who we will support them in recruiting. We want individuals to become as independent as possible and to have as much control over their life as possible.
* We aspire for clients to be at the centre of everything we do and enable them to be fully involved in the development and delivery of their own person-centred plan. At each Individual Planning Meeting with the client, (to be coordinated by SOS Care in coordination with the funding authority and to take place at least annually), his/her needs and aspirations will be considered, using a person-centred approach. Service provision will be based on these needs and aspirations, taking account of actual availability of resources to meet them. We would also want people we support to become valuable and confident members of society and exercise their rights as a citizen and ensure that they are an integrated and respected member of the community.
* The shared personal assistance service is provided by experienced team members with an awareness of the difficulties and barriers that the individual’s disability and behaviour may present.

**SOS Care strives to:**

* Enable people we support to live valued and fulfilled lives and be a participant in the community.
* Provide each person we support the opportunity to make informed choices in as many aspects of their lives as possible.
* Afford every person we support privacy & treat them with respect and dignity.
* Empower & enable people we support to have control over their lives making progress in overcoming the effects of their own physical, emotional or educational difficulties.
* Facilitate social awareness for individuals to know when and how to help others.
* Offer people we support choice, opportunities for self-expression and support to develop their full potential recognising their own talents, gifts and potential.
* Ensure people we support will be treated as individuals and have a person-centred support package specifically tailored to meet their needs. This will be based on an assessment of their needs.
* Facilitate individual cultural and religious needs and wishes which will always be fully adhered to.
* Facilitate contact with his or her family and relatives.
* Ensure every person we support has his or her individual interests and always needs considered, and these will be at the forefront of the philosophy of the service.
* Ensure every person we support will be protected from racial, sexual, cultural or religious discrimination.
* Work in partnership with the Care Quality Commission, multi-disciplinary teams, health professionals, families and other relevant agencies.
* Monitor and evaluate the service we provide on a regular basis.
* Continuously explore ways of improving and developing the service.
* All colleagues regardless of job title/role will promote, deliver and maintain a high-quality service.

**Dignity and privacy**

* The importance of respecting the individual’s right to dignity and privacy underpins the service, organisational philosophy, principles of care and values. This belief is carried by the support team through induction, training, organisational codes of conduct, support, operational policies/procedures and internal audits. Individuals we support will be referred to by their name of choice and are spoken to in a respectful manner. Colleagues are aware that even where clients receive 1:1 support they must be afforded privacy and personal space.

**3. Name of Location –**

SOS Recruitment Group Ltd

**Address** –

Suites 1-2 First Floor,

Centre House,

Court Parade,

Aldridge,

Walsall,

WS9 8LT

**Email –** sosrecbhm@gmail.com

**Telephone –**

**Description of location** – The location is purely office base. There is an accessible lift andaccess to bathrooms. **The office is shared currently, however a separate Suite has been allocated purely for the work carried out by SOS Care Services to ensure confidentiality is maintained at all times.**

**CQC service user bands-**

* Adults aged 18-65
* Mental Health
* Physical disability
* Dementia
* Sensory impairment
* Learning difficulties or autistic disorder
* Children aged 13-18
* Children aged 0-13

**The CQC service type(s) provided at this location**

* Domiciliary care service (DCC)

**Regulated activity(ies) carried on at this location**

* Personal care
* Registered Manager(s) for this regulated activity: 1
1. **Registered Managers Details**

**Registered Manager full name – Lucie Marie Irving**

**Managers contact details –**

Suites 1-2 First Floor,

 Centre House, Court Parade,

Aldridge, Walsall, WS9 8LT

Mobile – 07393996689

Email – lucie@sosrecruitment.org.uk

Locations managed by the registered manager at 1 above-

Suites 1-2 First Floor,

 Centre House, Court Parade,

Aldridge, Walsall, WS9 8LT

**Regulated activity(ies) managed by this manager-**

* Personal care