

Statement of Purpose

1 Tilson Road N17 9UY

The Registered Service Provider

Evergreen Homecare Services Ltd, *Trading as* Evergreen Care

CQC Location ID

1-2525712341

Registered Manager

Diana Ssemakula

Directors

Shaun Ali (Nominated Individual)

Kevin Ali

All of the above can be contacted via the Evergreen Care Main Offices,

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Evergreen Care is an independent care agency and supported living service established since 2015, focusing on a variety of care needs and offering a range of support to those who are getting older and a little frailer, right through to those who require intensive 24 hour support.

Our Service Users may suffer from a wide range of medical and/ or mental health conditions both acute and chronic.

We are proud to say since 2015 we have supported over 500 people to not only remain independent in their homes, but to also exercise choice and control over all aspects of their care. We work with our clients and their family to ensure that they remain at the heart of their care planning.

1 Tilson Road has been established in 2023 to meet the needs of our growing client base and to provide support and care to adult service users age 18+. Our commitment to helping all of our service users to achieve more independent lives has led to various placing authorities requesting higher levels of service, this may include some personal care.

Age range of service users

People aged 18 years and older

Gender

We support male, female and non-binary service users

Range of needs

Services are based on individual needs and environments can be adapted to suit each individual. Our team has extensive experience supporting individual needs including:

- People with physical disabilities
- People with sensory loss, including those with dual sensory impairment
- People with mental health problems including forensic mental health
- People with Autism Spectrum Disorder
- People with complex needs care
- People with learning disabilities
- People with terminal illnesses

The aims, and objectives of our services

It is the aim of Evergreen Care to:

- Provide high quality person centred care that is outcome orientated.
- Promoting innovation, trust and open and honest communication between us, our staff and all of our service users.
- Promoting choice and independence to our service users enabling them to remain at home for as long as they choose.

- Promoting the development of positive lifestyles for individuals enabling them to lead the fullest possible life within the community.
- Promoting the development of skills and qualifications of those we support in line with our service users individual choice.
- Providing an affordable, cost effective supported housing for our service users that is appropriately adapted to meet their needs.

Our Objectives are:

- To enable individuals to maintain their independence through clear outcomes in their care planning. Ensuring that outcomes of care fully satisfy the needs and expectations of individuals.
- To provide individuals with information, including working with supporting community groups to enable them to make informed choices.
- To encourage individuals to carry out daily tasks with the relevant assistance to help promote their independence and confidence.
- Assess needs, plan and deliver a robust care plan that is person centered and inclusive of the individuals respects and wishes.
- To work with other professionals of support to provide a seamless service.
- To support individuals to retain their dignity by continuing to live their chosen lifestyle for as long as they wish, and are physically and mentally able to do so.
- To provide an accessible service to all individuals we support.
- To respect and treat all of our customers as individuals.
- To work with friends, family, informal carers and other relevant individuals where applicable to ensure that care planning is inclusive.
- To promote a culture of feedback and actively seek, and respond positively to feedback from our Service Users, their families and carers, other health and social care professionals and our own staff in a timely manner.
- To continuously seek ways in which our services can be improved through lessons learnt, working with other professional bodies to stay up to date on the latest legislation, technology and improved ways of working.

- To protect our Service Users and Staff from hazards and abuse whilst respecting their right to take measured risks
- To promote a positive working culture ensuring a stable, committed, highly trained and competent workforce.
- To ensure that the privacy and dignity of our clients is respected and protected at all times.
- To have the whole team work together to achieve the highest level of care that is possible
- To always act in an open and transparent way with service users and the people closely involved in their care

Policies & Procedures

We have a comprehensive set of policies and procedures in place to meet all necessary safety regulations which are checked and revised in accordance with statutory requirements. All staffmembers undergo awareness training which is updated yearly, or sooner if required. Policies are also shared with staff members through newsletters, spot checks and regular supervisions.

Evergreen Care have a robust processes in place for accident reporting, fire training sessions and drills (where applicable) these are a mandatory part of working practice. All staff, day and night, will receive the appropriate ongoing training, awareness/refresher training as necessary and a complete record is kept on their file.