



360 Circle of Care Ltd
Care Without Limit

89-93 Fonthill Rd, Unit F, London, N4 3JH
Info@360circleofcare.com
+447979313802
+447858954126

Statement of Purpose

6 Buller Road N17 9BH

The Registered Service Provider

360 Circle of Care Ltd

CQC Location ID

1-9976132907

Registered Manager

Mr Ali Adem

Directors

Mr Ali Adem (Nominated Individual)

All of the above can be contacted via the 360 Circle of Care Main Offices,

360 Circle of Care Ltd
89-93 Fonthill Rd, Unit F, London, N4 3JH
Info@360circleofcare.com
+447979313802
+447858954126

1. Introduction

Welcome to the Statement of Purpose for 360°Circle of Care Ltd. Founded in 2019, our mission is to provide specialized domiciliary care services to the wider community in Greater Britain, particularly North London. We offer a comprehensive range of personal and functional care, including domestic, supported living services, tailored to meet the unique needs of each service user. Our primary objective is to deliver high-quality care and support to vulnerable adults, enabling them to maintain independence and dignity within their own homes and communities. Prior to commencing services, a member of our management team will conduct an initial visit to assess individual needs and preferences, ensuring a personalized approach to care provision.



89-93 Fonthill Rd, Unit F, London, N4 3JH
Info@360circleofcare.com
+447979313802
+447858954126

360 Circle of Care Ltd

Care Without Limit

2. Aims and Objectives

At 360°Circle of Care Ltd, our aim is to deliver person-centred care that enhances the overall quality of life for our service users. We are committed to achieving the following objectives:

- Providing a service of the highest quality to improve and sustain the service user's quality of life.
- Delivering flexible, attentive, and non-discriminatory care while respecting the rights of independence, privacy, dignity, and informed choice.
- Respecting the needs and values of service users in matters of religion, culture, race, sexuality, political affiliation, marital status, parenthood, and disabilities.
- Ensuring the safety and complication-free delivery of services to all service users.
- Always Treating service users and care providers with respect and honesty.
- Matching care workers closely with service users and facilitating changes if necessary.
- Involving service users and caretakers in decision-making and service development, monitored regularly to ensure the best interests of our service users.
- Ensuring awareness of procedures for compliments, comments, and complaints.

We fulfil these objectives by providing skilled care providers to enable service users to achieve optimal health and wellbeing.

Values and Principles of Care

At 360°Circle of Care, we believe that effective services must be founded on sound values and principles, respecting the fundamental and individual needs of service users while safeguarding their health, wellbeing, dignity, and rights.

Privacy

We uphold the right of individuals to privacy, ensuring they are free from intrusion or public attention in their affairs. This principle guides our care plans and is only overridden in exceptional circumstances, with the knowledge of the service user or their advocate.

Dignity

At 360°Circle of Care Ltd, we firmly believe in upholding the dignity and respect of all individuals, regardless of their circumstances or backgrounds.

Communication

We empower our service users to express themselves and ensure they are fully informed about all aspects of their care. Communication methods are tailored to everyone's abilities and experiences, ensuring they feel heard and understood.



89-93 Fonthill Rd, Unit F, London, N4 3JH

Info@360circleofcare.com

+447979313802

+447858954126

360 Circle of Care Ltd

Care Without Limit

Rights

We safeguard the rights of citizenship for all our service users, promoting empowerment and utilizing advocacy where necessary to ensure their rights are upheld.

Responsibilities

Service users are encouraged to accept appropriate responsibilities based on their abilities and circumstances. This may include considerations for others, property, or participation in care plans.

Choice

Our services are designed to be accessible and flexible, promoting ordinary lifestyles and respecting the individual choices of our service users within the constraints of service provision.

Confidentiality

We prioritize maintaining service users' confidentiality and seek their consent before sharing personal information with other professionals or organizations providing necessary services. Their views and preferences are always considered.

Nature of the Services Provided

At 360°Circle of Care Ltd, our trained staff conduct pre-assessments with service users to understand their care needs before commencing services. Our employees undergo comprehensive training, including bespoke sessions tailored to meet the specific needs of our clients. They are supervised and supported to deliver high-quality care to individuals living in their own homes.

Our domiciliary care services include:

- Dressing and undressing
- Bathing, washing, shaving, and oral hygiene.
- Toilet and continence requirements
- Medication administration and other health-related activities
- Manual handling
- Meal preparation and assistance with eating
- Handling personal possessions and documents

All staff members are assessed for competency before providing care duties and are required to have relevant qualifications, including training in moving and handling, health and safety, infection control, and safeguarding of vulnerable adults, among others. Induction training includes shadowing experienced staff, classroom-based sessions, and assessments aligned with Skills for Care Common Induction standards.



89-93 Fonthill Rd, Unit F, London, N4 3JH

Info@360circleofcare.com

+447979313802

+447858954126

360 Circle of Care Ltd Care Without Limit

Additionally, all care staff are offered NVQ 2 training after six months of employment to further enhance their skills and knowledge.

The agency provides services tailored for the following groups of service users (Adults) aged 18-65+:

- Individuals with physical disabilities
- Those with sensory impairments
- Individuals living with dementia.

The agency is requesting adding following band service users (Children) aged 4-12, 13-17:

- Mental Health
- Learning Difficulties or Autistic Spectrum Disorder
- Assistance Living

360°Circle of Care Ltd Statement of Good Practice

At 360°Circle of Care Ltd, our philosophy revolves around reflecting and promoting values that prioritize service users at the heart of care service planning and delivery.

Quality Assurance

We are dedicated to ensuring that our services consistently meet the needs of our users. Our commitment to quality assurance begins with the recruitment of the most suitable caretakers and extends to ongoing training and systematic monitoring of their performance. Our primary focus is on delivering a consistently high-quality service with a compassionate approach.

To achieve this, we implement a three-stage action plan:

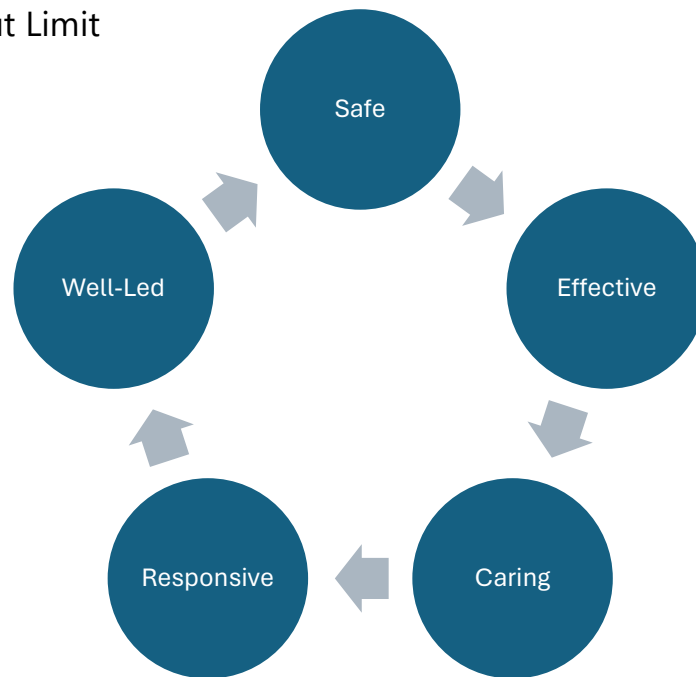
1. Completion of a satisfaction survey
2. Telephone satisfaction survey.
3. Face-to-face interviews with service users or their representatives

These measures ensure an in-depth strategy for gathering care users' views and opinions while assessing adherence to the five principles of inquiry. Additionally, we set standards, measure quality, analyse findings, and take necessary actions to address any areas requiring improvement.



360 Circle of Care Ltd
Care Without Limit

89-93 Fonthill Rd, Unit F, London, N4 3JH
Info@360circleofcare.com
+447979313802
+447858954126



Safety

To ensure the safety of our services and protect service users from harm, all recruited staff undergo training under the care certificate and complete mandatory courses including moving and handling, safeguarding, infection control, and medication administration. The organization maintains records of MAR charts, health and safety protocols, and the role of the care worker. We prioritize equality, diversity, and strategies to challenge abuse and discrimination. Competency is regularly assessed through supervision and targeted questioning.

Safeguarding incidents are reviewed using current tools to collect evidence for each incident, and risk assessments are conducted following organizational policies and procedures. We promote open and transparent communication about safeguarding throughout the organization, ensuring access for regulatory bodies and safeguarding agencies. Regular risk assessments and spot-checks are conducted, including initial assessments, monitoring, and ongoing service reviews. Robust recruitment practices ensure qualified staff are available, attracting individuals with the right values, behaviours, and attitudes. A system involving service users in decision-making processes is implemented, along with effective communication practices and compliance standards accessible to all. All staff undergo current DBS checks, provide references, and provide proper identification before hiring. Regular supervision and support are provided to promote continuous improvements, and whistleblowing is encouraged. Effective relationships and continuous communication with local safeguarding authorities form the backbone of our service. Additionally, robust contingency plans and clear record-keeping are routine practices.



360 Circle of Care Ltd
Care Without Limit

89-93 Fonthill Rd, Unit F, London, N4 3JH
Info@360circleofcare.com
+447979313802
+447858954126

Effectiveness

We ensure that the care and support we provide achieve positive outcomes and enhance service users' quality of life, based on the best available evidence. Recruitment focuses on individuals with suitable values, behaviours, and attitudes, and policies promoting person-centered care are implemented, closely following all legislation and CQC standards. All staff are well-informed, well-trained, and skilled, completing care certification requirements, induction, and ongoing professional development. Competency in food, nutrition, and hydration is emphasized, and regular supervision and support ensure continuity of care. Staff well-being is promoted, and staff are trained in record-keeping and care plans, involving service users in menu setting, food choices, and health options. Service users are empowered to maintain good health, access healthcare services, and participate in decision-making about their care.

Caring

At the heart of our service is treating all service users with kindness, respect, and compassion, regardless of background. This is achieved through rigorous staff training and observation, creating a culture of transparency, and involving service users in decision-making processes. Staff are trained in effective communication skills, and service users' beliefs and needs are honoured in care plans. The organization promotes privacy, dignity, and independence for all service users.

Responsive

We ensure our services are organized to meet the needs of service users, carrying out initial assessments, developing care plans, and regularly updating them. Care plans are detailed and person-centered, describing care treatment and support needs clearly. We respect service users' rights to be involved in decision-making about their care, offering options to choose their care workers and promoting independence in daily activities. Using the latest technology, we ensure effective record-keeping and daily logging activities. We follow all complaints procedures to resolve issues and encourage service users to voice their concerns.

Well-led

All staff, management, and governance ensure the delivery of high-quality care based on service users' needs, promoting learning, innovation, transparency, and a fair culture. We promote a culture of positivity, led with vision and values of transparency. Staff receive annual appraisals and are encouraged to discuss any issues or provide input on their responsibilities. Training is provided as part of continuous professional development, focusing on person-centered care, and involving customers in monitoring and review. Leadership is open, transparent, approachable, and supportive, focusing on inclusion, equality, diversity, and human rights. We receive and implement updates on CQC standards, ensuring requirements for safe, effective, caring, responsive, and well-led services are met.



360 Circle of Care Ltd
Care Without Limit

89-93 Fonthill Rd, Unit F, London, N4 3JH
Info@360circleofcare.com
+447979313802
+447858954126

8. Complaints, Concerns, Comments & Compliments

Our commitment is as follows:

1. All complaints will be treated seriously.
2. All complaints will be addressed with fairness and impartiality.
3. There is a formal process in place for the management of complaints from Service Users.
4. All complaints will be documented as per the complaints procedure.

The policy ensures appropriate investigation and a timely response to complaints, providing means for Service Users to escalate the complaint to regulatory authorities if necessary. This information is outlined in the Service User's Guide, and Service Users are informed of their right to complain before finalizing the care service contract.

Types of feedback:

1. Compliments - Positive feedback regarding aspects of the care.
2. Comments - Constructive feedback with potential for improvement.
3. Concerns - Negative feedback indicating action may be needed to address a problem.
4. Complaints - Serious concerns from Service Users requiring formal action as detailed in the following section.
5. Complaint Procedure Synopses

As a service user, clients are entitled to make complaints at any time. If clients wish to complain about the service they receive, they should follow these steps:

1. Discuss the issue, if possible, with the person providing the service.
2. If unable to resolve the problem directly or if the issue persists, contact 360 Circle of Care's Registered Manager.

9. Contact Details for Further Action:

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

Local Government and Social Care Ombudsman: PO Box 4771 Coventry CV4 0EH Tel: 0300 061 0614

Other Contact Details: Islington Council People Directorate: 222 Upper Street N1 1XR

Hackney Service Centre: 1 Hillman Street E8 1DY Telephone: 02083561702 Email: adult.complaints@hackney.gov.uk



360 Circle of Care Ltd
Care Without Limit

89-93 Fonthill Rd, Unit F, London, N4 3JH
Info@360circleofcare.com
+447979313802
+447858954126

10. Circumstances Resulting in Refusal of Care

There are exceptional circumstances in which the agency may cease to provide services to a service user. These usually involve risks to the health and safety of service users and/or care workers, such as unsafe home environments, presence of certain infections, or unsafe service user behaviour. Domiciliary Care Officers conduct detailed risk assessments to identify safety measures. In exceptional circumstances, a meeting is arranged with all interested parties to discuss issues and agree on actions.

In the event of staff replacement due to absence or permanent changes resulting from a review, appropriate communication is ensured. Contact 360 Circle of Care Ltd at 07979313802 or use the provided contact form for further assistance (see Appendix 1).



360 Circle of Care Ltd
Care Without Limit

89-93 Fonthill Rd, Unit F, London, N4 3JH
Info@360circleofcare.com
+447979313802
+447858954126

Appendix 1:

Complaints Form

Date:
Details of complaint:
The outcome that you expect:
Your name:
Signed:
Date received:
Received by (sign):



360 Circle of Care Ltd
Care Without Limit

89-93 Fonthill Rd, Unit F, London, N4 3JH
Info@360circleofcare.com
+447979313802
+447858954126

Relevant Qualifications and Experience of Registered Manager The designated individual: Ali Adem

With three years of experience as a registered manager and nominated individual, along with my Master of Public Health diploma and certifications in Well Led, Lead to Succeed, and Leading Change Improving Care from Skills for Care, I am confident in my ability to effectively add and manage new band users to the services we provide and lead initiatives to ensure high-quality care delivery.

During my tenure as a Registered Manager, I have demonstrated strong leadership skills in overseeing the day-to-day operations of homecare agency, ensuring compliance with regulations from CQC, and promoting a culture of excellence in care provision. Thanks to my leadership and dedication to excellence, we received an overall "good" rating from CQC during our first inspection. We take pride in our outstanding reputation in the community and have earned respect and admiration from the families we work with.

My experience includes implementing quality improvement initiatives, conducting staff training programs, and fostering a collaborative work environment to achieve organizational goals.

My academic background in Public Health has equipped me with a comprehensive understanding of healthcare management principles, epidemiology, and health promotion strategies. This knowledge, coupled with my practical experience, enables me to develop and implement evidence-based practices that optimize patient outcomes and enhance the overall quality of care.

Furthermore, my certifications in Well Led, Lead to Succeed, and Leading Change Improving Care underscore my commitment to continuous professional development and my ability to lead and inspire teams toward achieving excellence in service delivery.

I am excited about the opportunity to bring my skills and expertise to servicing new band service users and contribute to its mission of providing exceptional care to those service users. I am passionate about making a positive impact in the lives of individuals and communities through effective healthcare management.

Thank you for considering my application to add new band service users. Please find attached my resume for your review.

PROFESSIONAL SUMMARY

Accomplished public health professional with over 20 years of experience in healthcare settings, specializing in serving vulnerable populations. Holds a Master of Public Health (MPH) degree. Proficient in population health, health education, and addressing social determinants of health inequities. Trained and adept user of continuous performance improvement (CPI) for system optimization and cost reduction. Passionate about enhancing patient safety and experience in healthcare. Experienced in community health outreach and technical advisory. Tech-savvy; proficient in Microsoft Office Suite, Internet Applications, and social media.



360 Circle of Care Ltd
Care Without Limit

89-93 Fonthill Rd, Unit F, London, N4 3JH
Info@360circleofcare.com
+447979313802
+447858954126

CORE SKILLS

- Qualitative/Quantitative Research
- Coaching & Supervising
- Health Promotion & Education
- Patient Navigation
- Healthcare Management
- Team Leadership
- Community Outreach
- Care Coordination
- Leadership Skills & Conflict Resolution

RELEVANT WORK EXPERIENCE

360 Circle of Care Ltd - London, UK
Managing Director, Registered Manager | 12/2020-Present

- Overseeing professional and administrative duties related to the operation of regulated services.
- Registered with the Care Quality Commission as the "Registered Manager," providing oversight for regulated services.
- Directly accountable for the health, safety, and welfare of all staff and service users.
- Ensuring compliance with statutory and regulatory requirements, supporting staff training, and managing schedules.
- Regularly reviewing and updating all care plans.
- Maintaining effective communications with stakeholders.
- Produced over all good rating from Care Quality Commission (CQC)

Seattle Children's Hospital - Seattle, WA
Health Inequality Researcher, Centre for Diversity and Health Equity | 01/2016-03/2019

- Utilized systematic review methods to explore local resident health disparities.
- Planned and executed systematic data collection using qualitative research methods.
- Led both qualitative and quantitative research initiatives, engaging with the King County population.



360 Circle of Care Ltd
Care Without Limit

89-93 Fonthill Rd, Unit F, London, N4 3JH
Info@360circleofcare.com
+447979313802
+447858954126

Seattle Children's Hospital - Seattle, WA

Program Supervisor, Patient Navigation/Patient Safety Coach | 09/2013-12/2016

- Led the recruitment process and provided comprehensive training for the team.
- Established cooperative relationships between the community and the hospital.
- Identified and managed patient safety and risk ratios through various risk management strategies.

EDUCATION & CERTIFICATIONS

- Certificate: Leading Healthcare Quality and Patient Safety | George Washington University
- Master's in public health (MPH), Concentration in Global Health | University of Washington
- Bachelor's in science (B.Sc.) Chemistry | Somali National University
- Associate Science Degree (A.S), Pharmacy Technician | Sport Shaw College

RESEARCH

- East African Perceptions of Barriers/Facilitators for Paediatric Clinical Research Participation and Development of the Inclusive Research Model. Journal of Paediatric Nursing (2018).
- Audio-Recorded Discharge Instructions for Limited English Proficient Parents: A Pilot Study. The Joint Commission Journal on Quality and Patient Safety (2018).
- Exploring the Similarities and Differences of the Perceptions of Participation in Clinical Research in the East African Community in King County, Washington. University of Washington, School of Public Health, Global Health, MPH Dissertation (2015).
- Recordable Cards to Improve Discharge Communications for Limited English Proficient Families. Seattle Children's Hospital, MPH Practicum (2015).

PRESENTATIONS

- Perceived Barriers and Motivators Related to Paediatric Clinical Research Participation Among East African Immigrants. International Diabetes Federation's World Diabetes Congress, Vancouver, Canada, 2015.
- Recordable Card to Improve Discharge Communications for Limited English Proficient Families. Paediatric Academic Societies Annual Meeting, San Diego, CA, USA, 2015.
- The Patient's Argument for Patient Navigators. Diversity RX Eighth National Conference on Quality Health Care for Culturally Diverse Populations Achieving Equity in an Era of Innovation and Health System Transformation, Oakland, CA, USA, 2015.