Introduction

We understand care and we are passionate about creating the right culture and atmosphere where our clients are at the centre of all our thinking and everything we do. At Oiza healthcare limited, we delivers outstanding, personalised, family led care by devoted and capable staff, highly competent in caring for the needs and wishes of each individual in their home.
Oiza healthcare limited offers efficient personal and functional care and domestic services to meet the needs of dependent clients (“Service Users”); these may include older people, those with a disability or mobility difficulties who need support due to illness to continue living in their own homes and community. This is aimed by promoting a standard of excellence which embraces effective good care practice that is monitored and evaluated through the practice, conduct and control of quality care in the domestic environment.

Patient centered care is provided in partnership with service users, their carers , families , friends , respecting their diverse needs, preferences and own choices. It is compulsory practice for a member of our team to visit each service user before commencing the service to be able to understand the individual situation and then provide the most suitable package of care appropriately.

Our Aims and Objectives of the Company

Person centered care forms the core of the service and values that we provide here at Oiza healthcare limited and our

passionate staff are committed to meeting our aims and objectives:

Our main purpose is to deliver a service of the highest quality that will improve and sustain the client's overall quality of life on every day basis.

To make sure that the service is delivered flexibly, attentively and in a non-discriminatory fashion, while respecting client's right to independence, privacy, dignity, fulfillment, and the rights to make informed choices.

To make sure that client's needs and values are respected in matters of religion, culture, race or ethnic origin, sexuality and sexual orientation, political affiliation, marital status, parenthood and disabilities or impairments through out their recovery journey.

To allocate a nominated Care Worker as closely as possible with the service Users , and respecting the need to change the Care Worker in the event of subsequent non -compatibility.

To manage the Care Service efficiently and effectively to make best use of resources and to maximize value for money for the Purchaser / Service User.

To involve the clients and careers in the delivery, provision, management and development of services, which will be monitored regularly as part of the quality assurance framework ensuring that the service is run in the best interests of our service users.

To ensure that all clients are aware of the procedures of making complaints where applicable, comments and compliment.

The Nature of Services Provided.

Service provision is based on operational values and principles of care.

Values and Principles of Care

Oiza healthcare limited acknowledges, for services to be patient centered led, they should be based on sound values and principles and an understanding of the core values and individual needs of service users. The Service Values are itemize below:

Privacy
The right of service User to be left alone or undisturbed or public attention into their personal affairs. This is taken into consideration in the formulation of Care Plans, and will only be exempted in exceptional circumstances, risk management and with the knowledge of the service user or their advocate.

Confidentiality
Service user confidentiality is, wherever possible, maintained. On occasion, it will be necessary, for the benefit of the service user or others to share personal information with either other professionals or organizations. Where possible, service users are consulted and their views taken into account.
Dignity
All individuals, whatever their circumstances, have the right to be

treated with dignity and respect.

Communication
Service users have the right to be heard and involved in on all aspects of their care. Methods of communication are appropriate to the particular abilities and experiences of each individual, and are tailored to each particular set of circumstances.

Independence
Service users are enabled to act independently. Services are aimed at maximizing the individual's capacity for self-care and mobility.

Risk Taking
service users are designate to make decisions about their daily lives and activities. This may, from time to time, result in a disagreement or conflict between ensuring safety and maximizing independence. Service users will be supported in their decisions to take reasonable risks. Continuous risk assessment will be monitored throughout their journey of recovery.

Fulfillment
every service user, whatever their circumstances, has the potential for progression, and the right to hold personal ambition. Within the boundaries set by legislation and professional social work ethics, service users are encouraged in achieving their personal goals.

Rights
The rights of citizenship are safeguarded for all service users.

Work should be conducted in a manner that facilitates empowerment and makes appropriate use of advocacy.

Responsibilities

Service users are expected to accept appropriate responsibilities, taking into account their particular capabilities and circumstances. These may include having due regard for others, for property or for participation in Care plans formulation.

Corporate Statement of Good Practice

At Oiza healthcare limited, we promote values that tailored upon the Service User as being at the centre of Care Service planning and Service delivery. To help achieve this, Oiza Healthcare limited has taken every step to ensure the fundamental Core Values of Care to develop the following Service Values which will form the basis for considering the provision of an individual Care Service:

Nature of The Services Provided

At Oiza Healthcare Limited , trained staff who meet service users, prior to commencing service, to agree the care needs requirements of service users and assess each individual before service is offered including aspects such as when the service will begin and the times, frequency and duration of care to be

provided.
Oiza healthcare limited employees will be trained in accordance with Skills for Care Common induction which are tailored to meet the specific needs of their service user group.
In addition, they will be supervised and supported to provide a quality service to a wide range of people who need care and support whilst living in their own homes, ensuring:

Service users feel that they are treated with respect and valued as a person, and their right to privacy is upheld
Service users are assisted to make their own decisions and control their own lives and are supported in maintaining their independence.
All service users are treated equally and are protected against any form of discrimination.
Service user's care plan is produced through consultation with each care user, their families and authorized persons and will include information about the clients care needs, wishes, preferences and personal goals.

Personal care service at Oiza healthcare limited include the following:

Dressing and undressing
Bathing, washing, shaving and oral hygiene
Toileting and continence requirements
Manual handling
Assistance with eating
Assistance getting up

Assistance going to bed
Medication supervision
Shopping

Home Care Services

Meal Planning/Preparation
Cooking
Housework
Day/Night Sitting Service
Appointment Escort Service
Manual handling

Treatment of disease, disorder or injury

Removing or replacing urinary catheters
Bowel evacuations
Bladder washouts
medication administration oral, Depot and subcutaneous injection
Catheter care -Catheterization (female and male)
Medication administration, depot and subcutaneous injection
Enemas
(PED feeding) percutaneous Endoscopic Gastronomy.
Wound care (ulcer) cleaning and dressing wound
Taking blood samples
Dementia care support
End of life support
Palliative care
Neurological problems
Setting up intravenous drips and monitoring on going care

Assisting doctors with medical examination and medical procedures

Quality Assurance

Oiza healthcare limited is committed to ensuring that services continue to meet service user's needs.
Our Quality Assurance begins with the recruitment processes and continues with systematic and ongoing monitoring of staff performance. Delivering a consistent high quality service is our main aimed target and users satisfaction.

This is achieved through the implementation by obtaining care users feedback at beginning with the completion of a satisfaction survey, telephone satisfaction survey and face to face interviews with service users or their representative, guaranteeing an in-depth strategy of obtaining care users views and opinions. All service users at the first onset will be asked to complete a user satisfaction survey. Regular audits of minor issues arising in daily care provision and of compliments and complaints received by the company and we also regularly meet to ensure staff and service users views are heard.

The address and contact details of Oiza healthcare limited are as follows below.
Responsible Person: Ozaveshe Charles Egure
Provider: Oiza healthcare limited
Address: Concept 360, Weighbridge road, Mansfield, Littleworth Notts NG18 1AH.
Office hours:
Mon – Sun 9am - 5pm
0333 7721 654
Emergency number 24 Hours
0333 7729 509
E-mail: info@oizahealthcareltd.com
www.oizahealthcare.co.uk

The Responsible person is Mr. Ozaveshe Charles Egure, Company Director and Responsible person. Charles can be contacted during office hours at the above address.
Mon to sun – 09.00 to 17.00.

The Range of Qualifications of the Domiciliary Care Workers Supplied by the Company
• The Company will retain a complete record of all

In summary , Care Workers are required to have, as a minimum, the following qualifications in order for them to provide care services for clients at their homes:
- Moving & Handling
- Health & Safety

- Basic Food Hygiene
- Administration of Medication
- Basic Infection control
- Abuse Awareness
- Principles of care
- Service users Needs
- Role of the Care Worker
- Skills for Care Common Induction
- COSH (Controls of substances hazardous to health)
- SOVA (Safe Guarding of Vulnerable Adults)
- RIDDOR (Reportable Incidences & Dangerous Occurrences)

• Induction training incorporates shadowing an experienced member of staff, classroom based training , an induction questionnaire in line with the Skills for Care Common Induction standards conducted and assessed by an experienced member of staff.

• All members of care staff are offered mandatory training as part of employment contract.

- **Complaints, Concerns, Comments & Compliments**
  With respect to Service User feedback concerning the quality of Care Services provided this information is formally reviewed for content and possible action. These reviews classify Service User feedback as follows, and is considered as positive through to negative feedback:

Types of feedback

Compliments - positive input regarding aspects of the Care Service
Comments - still positive, but possible scope for improvement
Concerns - negative feedback where action may be required to address a problem
Complaints - serious concerns on the part of the Service User, requiring formal action as described below:
There is a formal process for the management and handling of complaints from Service Users. This is documented in the complaints procedure. The Policy provides for appropriate investigation and a timely response to the complainant, and if required the means for the Service User to take the complaint to the appropriate regulatory authorities. This is explained in the Service User Guide and the Service User is also made aware of the right to complain prior to finalizing the Care Service Contract.

Complaint Procedure synopses

- To ensure that the service we provide matches clients needs and their expectations we welcome any comments they may care to make.
- As one of our clients you are perfectly entitled to make complaints at any time. If you wish to complain about the

service you receive from us then you should follow the steps below:

- If possible the problem should be discussed with the person providing the service
- If you feel unable to discuss the problem with them or you feel they are unable to solve the problem then you should contact Oiza healthcare limited Registered Manager.
- . If possible at this stage you should record your complaint in writing and send it to Oiza healthcare limited address to the Registered Manager. You may wish to ask a relative to write out the complaint for you, where possible you may sign it if you can.
- . If you are not happy about making the complaint yourself and you do not know someone who is prepared to talk to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.
- If we receive a written complaint it may take a little time to consider it fully but we will write to you within one week to acknowledge receipt of the complaint and to inform you of the steps we are taking to resolve it.
- If no immediate solution is found we will investigate the complaint fully, contacting those concerned. We will then write to you within a further 4 weeks with details of our

findings, any action we have taken, and proposals to resolve your complaint.

- The Company Director will review all complaints received and the outcomes to ensure that a satisfactory conclusion has been reached.
- . As part of Oiza healthcare limited quality assurance process all concluded complaints will be followed up/ reviewed within 3 months. The company director will contact the complainant to ensure that they are satisfied with the outcome and services have improved.
- It is the policy of the Company to ensure that compliments outweigh complaints.
  The company ensures that its entire staff are highly skilled are trained in identifying abuse situations and providing a service that safeguards protection of vulnerable adults. We employ in-depth polices which all our care workers are aware of and practice, and follow the steps to take if they have any concerns regarding possible abuse situations. However, if you are concerned about such a situation your first step is to contact the Registered Manger, who will instigate the company's SOVA procedure.
- . If you are dissatisfied with the result of our investigation, what you do next depends on whether your care is being arranged on your behalf by a Social Care Department or is being paid for privately.

- Where your care is being arranged on your behalf by Social Services department you should contact appropriate services, thus customer services.
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Where your care is being bought privately, then contact:
Care Quality Commission
National Correspondence
City gate
Gallowgate
Newcastle upon Tyne
NE1 4PA

We would also like to hear from you if you are satisfied with the service provided to you by Oiza Healthcare Limited and would like to share your opinion with us. Please write to either Oiza healthcare limited on the address above directly, or Care Quality Commission.

Circumstances where your care may be refused.
The circumstances in which the agency may cease to provide services to a service user.

There are certain exceptional circumstances in which a service would be withdrawn. These are usually as a consequence of risk to the health and safety of service users and /or care workers.

They include environmental factors where the home is unsafe for staff to work in, where certain infections are present or, where service user behavior is such that it would be unsafe for staff to work. We carry out detailed risk assessments of each home to establish whether any measures for staff safety are identified. In exceptional circumstances a meeting would be arranged with all interested parties, issues discussed, actions agreed.it is best clinical practice.

In the event of staff being replaced due to absence, we will ensure that contact is made in the first instance outlining the temporary change in service.
In the event of a permanent change, as a result of a review, an outcome letter will detail these changes to the service User