



**Tel: 0118 4663404**

**Email: [info@goshencs.com](mailto:info@goshencs.com)**

**www: [www.goshencs.com](http://www.goshencs.com)**

## **STATEMENT OF PURPOSE**

This document could be obtained in Braille, large print font and other formats when required.

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## **Goshen Care&Support Ltd Statement of Purpose**

### **Introduction**

Goshen Care&Support Ltd is a company registered in England UK with registration number 11775186. The service office is based locally in Reading Berkshire and with the name 'Goshen' which means 'Place of Safety', our goal is to make people feel safe as they receive support from paid workers.

### **Aims & Objectives**

The company aims to provide the opportunity for adult, children and young people with care and support needs to lead independent lives by getting involved in their care and chose the best possible approach to meet their needs.

We aim to support our clients with supported and residential accommodation tailored to their needs, Community based Services including Outreach support, Live-in care services, short-term respite support, End of placement emergency, In-Patient support, transport services and Homecare support.

Our clients are those diagnosed with Autism, Learning Disabilities, Mental health issues including Dementia and mild to complex healthcare needs.

We aim to promote their independence, emotional, physical, social and educational development as well as promote their individual human rights.

We aim to promote the service user's health and wellbeing through working closely with their support team/network to delivered shared care protocol.

We will carry our intensive risk assessments to ensure that we have all the information needed to formulate a robust care and support plan that meets the needs of the people we support. The support plan will be person centred and be specific to their individual needs.

Regular reviews will be carried out to ensure that we consistently meet the needs of the people that we support. This includes reviews with services users, parents, carers, families, social workers, care managers, GPs, CAHMs and Independent Review Officers and all relevant professionals within their support network

## Directors

Though the company is fairly new, its Director has over 30 years of experience in management and has the required knowledge, skills and expertise to ensure the smooth and successful running of the business. The Board Members are involved in the running and development of the business policies, systems, practices and will continuously evaluate the service delivery. They are skilled and expertise in Care, Nursing, Childcare and Human Resource background.

## Supported and Residential accommodations;

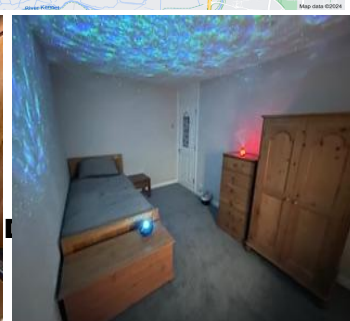
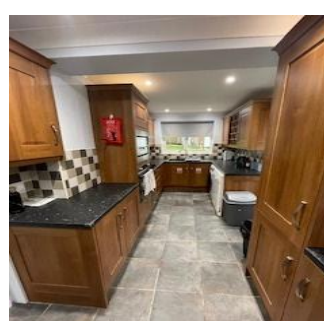
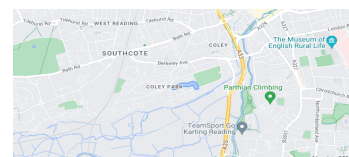
Our accommodations include Bethel House and Newbury House with the summarised details below. We continue to seek for more accommodations to cater for the demands in this sector.

### Bethel House

Bethel house is in a quiet residential area of Reading. We provide a service designed to accommodate up to two individuals with care and support needs including those with complex care needs, learning disabilities with mental health needs or mental health diagnosis. Clinical oversight and management of services is provided by senior managers with Nursing and Leadership backgrounds.

This beautiful, well-equipped property is suitable for meeting the needs of individuals with a diagnosis of moderate, severe to profound learning disabilities, autistic spectrum/autism or people with mental health diagnoses.

Bethel house has a spacious annex at the back. There is parking for 3 cars as well as off street parking available. The property has a well-equipped kitchen, comfortable living spaces and play area.



## Newbury House

This service is in the leafy town of Newbury. Newbury House is a 2-bedroom flat on the second floor.

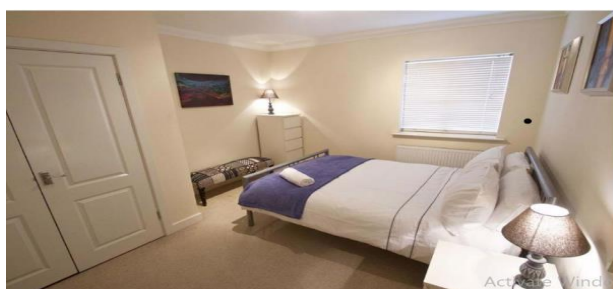
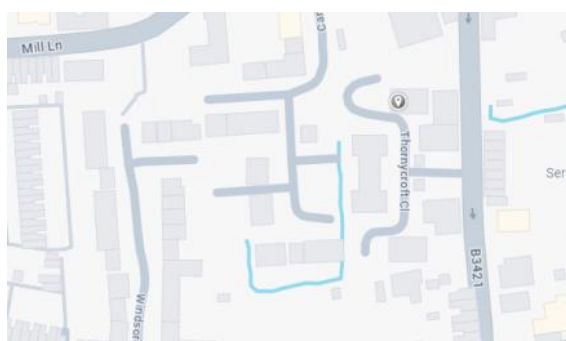
There is a car park towards the flat's rear.

The property has a well-equipped kitchen, comfortable living spaces and en-suite bedroom.

This beautiful, well-equipped property is suitable for meeting the needs of individuals with a diagnosis of moderate, severe to profound learning disabilities, autistic spectrum/autism, and associated behaviours that challenge or mental health diagnosis. Within the local community there are shops and a bus stop with 5 minutes walking distance from the flat. The service has the oversight and management of senior managers with nursing and leadership backgrounds.

The train station and town center are within 10 minutes walking distance.

There are also plenty of activities around the local area and plenty of local parks nearby and Greenham Common.



## **Compliance**

We comply with the Health and Social care act 2008, NICE Guidelines, Employment Law, Equality and Diversity Act 2010 and relevant regulation embedded in the care sector. Our policies and procedures are regularly updated through our policy provider Quality compliance management and reviewed by our Management Team.

We commit to a sustainable partnership, providing quality service, properly vetted and highly trained and competent staff with the aim of forming long term partnerships with our clients. Goshen believes in working in partnership and always strives to train and develop our staff to our client's specification to achieve Best Value and Person-Centred Approach. With the high levels of investment in Staff, our staff are fully trained, hard-working and displays empathy and compassionate attitude to care.

## **Clients based and staff profile**

The company will be supporting individuals from CCGs, the local authorities, NHS and Private Clients.

Our supporting staff includes Childcare workers, Senior support workers, Support workers, Healthcare Assistants, Healthcare Support workers, Community Nurses, and Live-in carers.

Our back office incorporates Registered Managers, Team Leaders, Clinical Leads, Human Resource Team and Administrative Team, all with vast experience in their specific areas of work and the care sector.

Goshen believes in empowering its staff with the necessary training and skills required to do their jobs effectively and efficiently. All staff are given Job description and specification which enables them to fully understand their roles and its expectations. This is further discussed during their induction training which also includes the company policies and procedures, care certificate induction standards and health and safety induction standards; NMC and Skills for care Induction standards. Every member of staff of the service demonstrates a total commitment to quality and excellence in every aspect of their working day.

## **Transport Support**

Goshen Care&Support offer transport services to support our clients with taking them to outdoor recreation activities, medical appointments, large shopping, visit to families and friends and where the need arises. This will be included as part of the care and support plan where the service is needed.

## **Recruitment and Selection**

Having the right person, in the right place, at the right time is crucial to our organisational performance. Our Recruitment Team ensures that all staff from of the company are thoroughly vetted in line with our Recruitment and Selection policy and procedures. The company ensures that all staff complies with the recruitment and employment policy and procedures in UK. Appropriate checks including Passport, Right to work checks, DBS, qualification checks, fitness to practice checks and professional reference checks are carried out prior to the staff starting work to ensure that they are fit to work.

Our trainings incorporate statutory trainings in line with Skills for care and Skills for Health and bespoke trainings relevant to the service that we deliver. This is followed up with holistic assessment of the carers competency and spot check to ensure they are following the laid down rules, practices, policies, and procedures.

We believe that continuous improvement of our services is dependent upon the continuous development of the skills of our workforce. We also review and plan for staff continuous development which enables us to plan staff career progression through regular supervision, job chat and appraisal sessions. Staff are offered higher qualification trainings including Diploma in care trainings.

## **Induction**

We have induction programme which ensures that all newly recruited staff are taken through the service policies and procedures, systems and processes and in line with the care certificate induction standards.

## **Quality Management**

Goshen Care&Support Ltd places strong emphasis on providing high quality services to our clients. We believe that, no matter how good our service may be, there is always room for improvement. We ensure that our staff demonstrates total commitment to quality and excellence in every aspect of their work. We obtain regular feedback from our clients and have robust complaint, compliment, and concerns policy in place to address any cropping issues.

## **Financial and Pay Management**

We use the QuickBooks system that ensures that there is clear, timely and accurate financial information, invoicing, and financial performance. The finance managers make sure that the timesheets accurately reflect the hours worked and invoiced accurately as well.

## **Complaint and Comments**

Goshen operates effective mechanism for the receipt, recording, investigation, and resolution of all complaints, in order to comply with the regulations and meet the high standards set by the company. The arrangements for investigation of complaints are fair and transparent. Complaints and suggestions from clients or staff are a valued source of information regarding the quality of our service, and are a primary source of information regarding possible abuse.

The company treats complaints and concerns seriously in a sensitive and confidential manner. It is handled in such a way as to first of all reach a satisfactory outcome with the complainant, and to turn a potentially difficult and problems into a source of quality improvement. We aim to resolve all complaints within 28days of it being made. A copy of this complaint's procedure is made available to clients on admission.

The completed complaints are logged and reviewed by management periodically. Continuous trends of concerns are often reviewed and strategies put in place to minimize or eliminate its occurrence.



Complaints can be made to:

The Manager

Tel: 0118 4663404

Email: [info@goshensupport.com](mailto:info@goshensupport.com)

Where the complainant is unhappy with the outcome of our investigation, the complainant has the right to refer the complaint to the Local Government Ombudsman on:

E: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)

W: [www.lgo.org.uk](http://www.lgo.org.uk)

Goshen care&support demonstrates a strong commitment to shared value which is based on placing individuals and their quality of life at the heart of all that we do.

## Local Authorities

For complaints regarding social service care

- ♦ ***Reading Borough Council, Bridge Street, Civic Offices, Reading, Berkshire, RG1 2LU, Tel: 0118 937 4142.***
- ♦ ***Bracknell Forest Council, Time Square, Market Street, Bracknell, Berkshire, RG12 1JD Tel: 01344 424642***
- ♦ ***West Berkshire Council, Avonbank House, West Street, Newbury, Berkshire, RG14 1BZ, Tel: 01635 42400***
- ♦ ***Hampshire County Council, The Castle, Winchester, SO23 8UJ, Tel: 01962 841841***
- ♦ ***Wokingham Borough Council, Shute End Wokingham Berkshire RG40 1BN, Tel: 0118 974 6000***
- ♦ ***Oxfordshire County Council, Directorate Social & Health Care, Oxfordshire County Council, County Hall, New Road, Oxford, OX11ND, Tel: 01865 792422***

*“Ever since I started in my role as the Service Director, I have worked within the company systems, policies, ethos, values and standards and can attest that truly the company does what it aims to do. The systems and practices of the company is one that is embedded in person centred approach, safety, quality driven and continuity of support. This is the reasons for the setting up of the business”*

**Elizabeth Edward-Osmond**  
**Service Director**

## **Future Business Plan**

Goshen plans to extend the service of the business into residential children services for any potential clients in the future. This is our 1year to 2years plan to provide holistic support to our clients and their families. We are in the process of registering with CQC and Ofsted.

Thank you for taking time to read our statement of purpose. Should you have any queries, please contact us on [info@goshensupport.com](mailto:info@goshensupport.com) or 0118 4663404.