

Statement of purpose

Health and Social Care Act 2008

Part 2

Aims and objectives

Please read the guidance document *Statement of purpose: Guidance for providers*.

Aims and objectives

What are your aims and objectives in providing the regulated activities and locations shown in part 3 of this statement of purpose

Our Vision: To become the recognised first choice provider of quality care for residents with medical and/or physical needs in the region.

Aims and Objectives: We will achieve our vision by ensuring our residents are at the centre of everything we do. We are committed to providing each resident with quality care that is personal to his or her individual needs. We understand that all residents, as far as they are able to do so, or those acting on their behalf, should fully understand the care, treatment and support choices available to them and can express their views and are fully involved in the decisions made about them. Our person-centred values are:

1. **Respect and Dignity:** We will place our residents at the centre of their care, treatment and support so they are able to maintain the maximum level of privacy, dignity and independence by providing them with high-quality person-centred care inside a warm, safe and secure environment where they feel at home
2. **Individuality:** We will treat our residents with due respect and courtesy, remembering at all times their individuality, their importance in society and their right to be an independent citizen, recognising their diversity, values and human rights
3. **Lifestyles:** We will provide a high quality of accommodation for our resident's comfort and well-being and we will listen to their views and opinions and provide them with the opportunity to be an active part of our community and influence how the service is run
4. **Care Planning:** In partnership with our residents, we will plan their care effectively by identifying the objectives of care, agreeing how this care is to be carried out, and ensuring everyone fully understands any decisions made
5. **Cleanliness and Infection Control:** We will ensure that our environment is kept to a standard that our residents would be proud to call home and we will take all the necessary precautions to prevent the spread of infections and ensure the safety of our residents, staff and visitors
6. **Meeting Nutritional Needs:** We will provide menus that cater for a wide choice of meals that provide a well-balanced and varied diet supportive to good health and an environment conducive to healthy eating.

Our people, together with effective planning and a processed approach to management, form the foundations for providing high quality care and our people form the cornerstone of our success and are our most important asset.

A high standard of integrity, professional conduct and judgement will form the basis of how we conduct business. Effective planning will ensure that quality is planned into our service and not left to chance or judgement and managing activities and related resources as a process will lower costs, improve consistency, and focus and prioritise improvement opportunities. Continual improvement is a permanent objective and will provide us with a performance advantage and ensure we are able to react quickly to changing requirements.

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