

STATEMENT OF PURPOSE

Care Service for All – Specialists in Autism

Domiciliary Care Agency

CQC Provider ID: 1-131465026

Reviewed: December 2023

**KTM Care Ltd
8 Angora Business Park,
Peartree Road,
Colchester,
CO3 0AB**

Company No. 6810910

Contact Details:

**Telephone: 01376 571152
Out-of-Hours Mobile: 07928 860086**

Email: info@ktmcare.co.uk

Mission Statement

KTM Care Ltd will endeavour to provide a high quality Care Service to individuals aged 0 years and above with Care and Support needs. We will strive to provide specialist care & support that is tailored to meet the needs of the individual in a person-centred way.

We will support individuals on the Autistic Spectrum, as this is our specialism but also individuals with any disability or 'extra' need - to live their lives as independently as possible, help them to access facilities in their local community and aspire to help them achieve their goals and aspirations.

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1. FOREWORD

KTM Care Ltd was an “Autism Specific Care Service”, supporting children and vulnerable adults aged 0 years and upwards under the heading of ‘Domiciliary Care Agency’ which is regulated by the Care Quality Commission (CQC). We are delighted to say that we are now a service for ALL people with additional ‘needs’ and disabilities even though our specialism is still in Autism.

As a condition of registration KTM Care Ltd are required to provide a Statement of Purpose in accordance with Regulation 12(3) of the Care Quality Commission (Registration) Regulations 2009. This is held at the company’s registered Head Office (address and contact details as outlined on the facing page of this document – Page 1), where a copy is available on request.

The Statement of Purpose will be reviewed and updated when necessary and in accordance with Regulation 12(3), which requires domiciliary care providers to notify CQC of any changes or amendments within 28 days.

This Statement of Purpose provides information on the aims and objectives of the company and the specialist care support services we can offer to individuals on the Autistic Spectrum and all other types of disabilities / people with ‘extra’ care and support needs. It provides information on the background and experience of the Registered Manager who is also the Director and Nominated Individual, along with information on the training and development of KTM Care Ltd.’s staff. Details of the company’s commitment to equality and the Complaints, Comments & Compliments Policy are also outlined in this document.

KTM Care Ltd are committed to providing high quality specialist care support to individuals on the Autistic Spectrum and, as from February 2021 ALL disabilities or Individual’s with ‘extra’ care needs, in meeting all the fundamental standards as set out in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and will strive to exceed expectations in all areas of service delivery.

COVID-19 has been terrible for the “ageing population” and KTM Care Ltd have taken the decision to expand our services to reach more people, who have been directly affected. Loneliness, inability to leave home, mental health issues; these are some of the things we can support individuals through.

2. AIMS & OBJECTIVES

AIMS:

KTM Care Ltd.’s purpose is to provide a high quality specialist service provision to assist and support Individuals’ aged 8 years and upwards with a disability, ‘extra’ care & support need or on the Autistic Spectrum. We aim to help them reach their full potential by addressing their individual needs in a person-centred way. As everyone is different, their support would be tailored to them, using a positive behaviour based program that encompasses specialisms such as Autism. The fundamental basic care needs we aim to deliver are as follows:

Social wellbeing: To feel valued and respected, emotionally happy and satisfied with their lives, supported to access the local community through social activities and travel, to value relationships and build new ones.



Company No. 6810910

- Material wellbeing:** To feel safe in their home environment, supported with everyday life in managing finances, social and health care needs.
- Physical wellbeing:** To feel healthy and well, supported with health and fitness to achieve emotional and physical wellbeing through a variety of different ways including holistic therapies.
- Cognitive wellbeing:** To feel supported with learning and understanding positive new life experiences, be empowered and have choices to achieve fulfilment with life.

Most of our specialist care & support is provided in Colchester, but we do provide care & support in other Authorities; this is dependent on need and resources. Our aim is to extend our service provision, reaching across a wider area to individuals' who would like to access our specialist service provision.

KTM Care Ltd strives to provide the following:

- ✓ A high quality specialist care and support service for all, Specialism in Autism.
- ✓ A service that can provide specialist care & support to adults and children aged 8 years and upwards, tailoring a package of care that meets their individual needs in a person-centred way.
- ✓ Empowering Individuals and supporting them with life choices and decisions, helping them to develop their life skills to become as independent as is safely possible.
- ✓ Best value for money, providing affordable flexible services.

OBJECTIVES:

The objectives that KTM Care Ltd have identified to enable the company to meet the aims of this specialist service provision are:

- ✓ To provide a person centred, flexible and holistic service to individuals aged 8 years and upwards with a disability, 'Extra' care or support need and or on the Autistic Spectrum that is available 24/7, supporting individuals in all aspects of their daily lives, striving towards independence.
- ✓ To maintain and continue to build on professional working relationships in local communities using positive behaviour strategies to empower and reward growth and development.
- ✓ To have a multi-agency approach where required that supports individuals and enables them to access facilities and services they may need or, would like to access.

3. VISION, VALUES & PHILOSOPHY

Our Vision:

Individuality – Choice – Empowerment – Independence

“We strive to give you a voice so that you can make your own choice”

KTM Care Ltd believe that Individuals, regardless of disability or age should be afforded the respect, dignity, rights and choices and the value of citizenship contained within the state.

The Human Rights Act 1998 sets out the fundamental rights and freedoms that everyone in the UK is entitled to:

- The right to equality and freedom from discrimination
- The right to life, liberty, and personal security
- Freedom from torture and degrading treatment
- The right to equality before the law
- The right to a fair trial
- The right to privacy
- Freedom of belief and religion
- Freedom of opinion
- Right of peaceful assembly and association
- The right to participate in government
- The right to social security
- The right to work
- The right to an adequate standard of living
- The right to education
- The right to health
- The right to food and housing

We will work together with the Individual and their parents / carers / guardians / advocates, where appropriate, to tailor a package of care or support to enable and empower them. Making sure they have accessible information so they can make informed decisions about their lives.

The care or support that we deliver is based on a holistic approach, ensuring the individual is at the centre at all times. Person-centred care plans, goals, meaningful aims and objectives will be created and shared with the staff team who will be ‘cherry picked’ based on personality and suitability to the individual.

KTM Care Ltd is committed to the continued improvement of its service provision and in recognising, understanding and meeting the needs of the individuals who use our service.

KTM Care Ltd value the hard work and dedication of staff and we are committed to providing a high quality level of support, training and development.

4. SERVICES PROVIDED

Under the umbrella of KTM Care Ltd, we provide the following services which include supporting with personal care:

- Domiciliary Care (umbrella for all services – see below)
- Community Learning Disability Services
- Supported Living Services – 24hr care & support
- Day provision – KTM Community Hub 18+
- Alternative Education Programme
- Community Mental Health Services
- Training in 'Care' (All mandatory Care training)
- Specialist Training Centre: Autism, Sensory Awareness, Challenging Behaviour, Positive Communication.

Service provision:

- ✓ No minimum age or maximum age.
- ✓ Minimum service contract is 12hrs per week.
- ✓ Location: Colchester, Tendring, Witham, Chelmsford, Braintree & other areas if Staff can be sourced.

What our service may look like:

24/7 Care & Support Services: KTM Care Ltd can provide 24/7 care support 365 days per year whether it is a sleep-in or waking night service. We will work within the family home with parents / carers / guardians or, in the Individuals own home on a 1:1 or 2:1 basis where required. We can also support Individuals and their families by advocating on their behalf to work in conjunction with local Housing Authorities to seek suitable accommodation. Our 24/7 support service encompasses help and support with every aspect of a Individual's daily life and requirements and includes assisting and helping them with the following:

- ✓ Setting up their own home e.g. buying white goods, managing day-to-day tasks such as shopping, help with paying bills and managing finances etc.
- ✓ Assisting and supporting Individuals to maintain their home or tenancy
- ✓ Prompting and assisting Individuals with their medication that has been prescribed by a GP / Dentist / Hospital Consultant / Clinic / Nurse or other appropriately qualified professional
- ✓ Personal care support where required e.g. showering / bathing / washing / grooming / dressing and undressing / shaving / oral hygiene

- ✓ Assisting Individuals to establish social contacts, arranging and supporting Individuals with social activities which can include horse riding, cycle riding, attending Leisure & Sports Centres for health and fitness purposes / attending clubs and restaurants for social purposes / walking / swimming / horticulture and other local community activities / going on holiday / day trips / GP / hospital and clinic appointments etc. and much more
- ✓ Domestic tasks such as e.g. hoovering, polishing, cleaning other appropriate areas of their home such as the bathroom and kitchen / laundry etc.
- ✓ Support and assistance with Nutrition / Meal preparation / cooking
- ✓ Assistance and / or support with programmes for rehabilitation and development under agreed, clear instructions and protocols of a speech and language therapist, physiotherapist, occupational therapist, or any other appropriate clinical professional
- ✓ Assisting and supporting Individuals to maintain personal safety and security

Part-Time Care Support Services in the Community: We can provide 'part-time' support to help Individuals access the wider community and / or provide respite to those who provide full-time care or support to the Individual, these can include any of the services we provide as outlined above in '24/7 Care & Support Services'.

Short Notice Interventions: We take referrals for short notice interventions which can be 'fast tracked' through our system from the Individuals parents / carers / guardians / local authorities / health professionals / other professional organisations and agencies, to provide specialist help and support that Individuals may need at short notice.

Alternative Education Programme: We assess children and put together a person-centred programme to help rehabilitate them into education. Positive Behaviour strategies and consistent staff work together to create a safe and nurturing path, for the children to 'behave more appropriately' and achieve their goals of accessing the community and education safely.

Support with transition: We can assist the Individual and / or their family with the transition process from school or, from other professional establishments to independent living accommodation.

Welfare Benefits: We can offer a complete service to assist Individuals with welfare benefits claims. We will help them and advocate on their behalf to ensure that they are receiving the welfare benefits they are entitled to.

Vocational, Educational and Social Training: We can offer a complete wide range of services for our Individuals. This includes providing care and support to meet the needs of individuals on activities / social outings, as well as looking at other opportunities in the community where KTM Care Ltd have established links.

Communication Aids: All our staff are trained to support Individuals with their preferred method of communication whereby Individuals are able to indicate their needs, desires and preferences. These methods of communication include:

- ✓ The Picture Exchange Communication System (PECS)
- ✓ TEACCH – in a method specific for the person
- ✓ Makaton
- ✓ Providing compact travel communication boards so that the Individual feels supported and empowered to be able to communicate their needs wherever they go.

Sensory Integration: Individuals may have a dysfunctional sensory system. Sometimes senses are either over-or-under reactive to stimulation. Sensory integration techniques can facilitate attention and awareness. As part of the pre-assessment, we conduct a sensory assessment which involves going through a specific checklist with Individuals and over a number of weeks, during the 'getting to know you' process, we carry out observations so that we can identify and develop strategies. This assessment forms part of the Individual's "All About Me Book / One Page Profile" which assists staff to support them with their sensory needs.

Overnight Respite (in a caravan): We rent a caravan in Clacton and carry out overnight respite for Individuals. It can be rented out separately or we can provide staff to support the 'mini holiday' in the form of overnight respite.

College: We can provide specialist support to Individuals within a College environment and will work together with Parents / Carers / Teachers and Tutors to provide specialist 1:1 support.

5. QUALITY ASSURANCE

A Quality Assurance Questionnaire is sent out to all Individuals annually. Any issues raised regarding the quality of service provision is addressed directly with the Individual or their carer / parent / guardian / advocate acting on their behalf, to ensure that all matters regarding their care support are resolved satisfactorily. All Individuals are made aware of KTM Care Ltd.'s complaints procedure in the Service Agreement and Service User Guide which they are issued with upon commencement of service delivery.

We can also follow up any issues or concerns an Individual may have regarding their care support through other company processes which include:

- ✓ Spot checks and observations
- ✓ Care Plan reviews
- ✓ Annual risk assessments – continually monitoring & updating where appropriate
- ✓ Regular Individual / Parent Meetings

6. REFERRALS

Referrals are welcome from any source, whether this be through a Local Authority, self-referral e.g. private, Personalised Budget etc. families or, from other agencies / organisations. All referral requests should be made directly to the Registered Manager at KTM Care Ltd.

7. PRE-ASSESSMENT & RISK ASSESSMENTS

Pre-Assessment:

A Pre-Assessment will be undertaken prior to the commencement of services. Carrying out a comprehensive assessment of need is essential as this information forms the basis of the Individual's Digital Care Plan.

This will ensure that all tasks and activities undertaken meets the Individual's health and social care needs and support provided is carried out according to the Care Quality Commission's standards and regulations / Health and Safety law and legislation and the company's policies and procedures.

It is the responsibility of the Registered Manager/Deputy Manager to determine whether the service is able to meet the needs of the prospective Individual. In this respect, the following will be considered:

- ✓ Whether the stated Aims and Objectives of KTM Care Ltd are applicable to this particular Individual.
- ✓ Whether the service can meet the Individual's developmental, health, care and support needs and requirements.
- ✓ Whether there are adequate levels of staff support to meet the Individual's needs; for example, "doubling up" in high risk situations.
- ✓ Whether staff have the skills and experience necessary to deliver the required service.

Risk Assessments:

A risk assessment is broken down into the following actions:

1. Identify the hazards.
2. Decide who might be harmed and how.
3. Evaluate the risks and decide on precautions.
4. Record your significant findings.
5. Review your assessment and update if necessary.

A comprehensive risk assessment is carried out as part of an Individual's Initial assessment prior to the provision of services. This will clearly outline the arrangements in place to implement any necessary measures required to reduce the risks and will include assessing the duties, responsibilities and activities that are to be undertaken, along with the domestic environment of potential Individual's.

These factors will identify if there are any risks to Individual's, staff, and others and will form part of the Individual's Care & Support Plan. We use the 'Positive Behaviour' approach when compiling our risk assessment / care plan / interventions etc to also use the least restrictive and more empowering actions for the Individual.

8. DEVELOPMENT OF THE DIGITAL CARE & SUPPORT PLAN

Development of the Digital Care & Support Plan:

The Care & Support plan is such an integral part in the process of developing an individual programme and must be person centred and tailored to meet the individual needs and requirements of each Individual. Individualised and specific programmes will be designed to address all aspects of development including emotional and psychological well-being, satisfaction with life, health and fitness and will be based on the 'Triad of Impairments', where applicable.

The Care & Support plan is drawn up in consultation with the Individual and in conjunction with the Individual's parent / carer / other professionals who may be involved with the Individual (where appropriate).

The Activity & Start up Co-ordinator builds the care & support plan on our digital platform "Sekoia" and takes specific responsibility for the implementation of ensuring the plan is individual and bespoke to each person.

KTM Care Ltd have a full and detailed Privacy Statement which explains exactly how we use your data; which is available upon request.

Other Support:

We actively encourage involvement of the Individual's family and seek to involve them in discussions and decisions regarding the welfare of the Individual (where appropriate). However, it is important that the needs and wishes of the Individual are always the first priority and are respected at all times. Apart from addressing an Individual's support needs, senior staff will liaise with their Social Worker or Care Manager (*where required*) to arrange reviews.

9. EQUAL OPPORTUNITIES

KTM Care Ltd.'s Equality & Diversity Policy ensures that we comply with the legal requirements under the Equality Act 2010 and various other equality legislation requirements and are committed to conducting business in a way that is fair and appropriate. All Staff carry out the Equality & Diversity Training as a mandatory course and refreshed every year.

Our Recruitment Policy sets out KTM Care's steps that we take to ensure equal opportunities in employment and equal access to our services, available on request.

10. RECRUITMENT & STAFF TRAINING / DEVELOPMENT

Recruitment and Selection:

The recruitment and selection process is important and crucial in contributing to the successful functioning and effectiveness of KTM Care Ltd. It depends on finding people with the necessary skills, expertise and qualifications to deliver the company's strategic objectives and the ability to make a positive contribution to its values and aims. It is important that as the company evolves and changes, new recruits are willing to learn, adapt and work as part of a team.

KTM Care Ltd.'s Recruitment and Selection Policy & Procedures will:

- ✓ Be fair and consistent
- ✓ Be non-discriminatory and;
- ✓ Conform to all statutory regulations and agreed best practice

All offers of employment are made conditional upon the following satisfactory results:

- ✓ Two satisfactory references (one most recent employer)
- ✓ Confirmation of the right to work in this country (*if appropriate*)
- ✓ Enhanced Disclosure and Barring Service (DBS) check

Staff Training & Development:

Training and development makes KTM Care Ltd more effective and its success depends upon meeting the aims and objectives of the company which will be achieved through staff who are competent in their roles and responsibilities.

An effective induction and training programme ensures that staff have the necessary skills and knowledge to perform their role effectively and familiarises them with the tasks and responsibilities that they will be performing.

We aim to encourage our staff to make the most of learning opportunities to realise their own personal potential as well as striving to ensure the following:

- ✓ That the company's aims and objectives are met
- ✓ Each staff member understands what his or her work role involves
- ✓ Each staff member is developed to enable them to achieve their work objectives
- ✓ Staff are equipped with the skills and knowledge they require to be able to provide a high quality standard of specialist care support to Individuals on the Autistic Spectrum
- ✓ Staff are prepared and equipped to deal with the growth and changes in KTM Care Ltd
- ✓ Learning is supported and encouraged for all staff

All staff receive regular formal 1:1 supervisions every 8-12 weeks and we regularly 'pop in' when they are on shift to ensure everything is ok. We are on hand to provide ongoing support to staff whenever they may need it but have 'WhatsApp groups' for each group whereby staff support each other and keep each other informed.

The mandatory training programme whilst on Induction & Shadowing looks like:

Course
Health & Safety Awareness
Fire Safety Awareness
Manual Handling for low risk environments
Epilepsy Awareness & Buccal delivery
Food safety Level 1 minimum
Infection control & COVID-19
Medication Level 2
Mental Capacity Act
Deprivation of Liberty Safeguards
Safeguarding of Vulnerable Adults
Safeguarding of Children (Child Protection) Level 2 (VTQ)
Communication in Care Level 1
Diet, Nutrition & Hydration Level 2
Hand Hygiene for care
Oral Care Level 1
Person centred Care Level 2

Whilst the above courses are completed via the staff HR portal 'ATLAS', we carry out the following to ensure competence at Head Office, in person:

- Induction including: Sign-up to Atlas and online training, online Care Certificate course being issued and Terms and conditions of employment
- Basic First Aid Level 2 & Practical CPR (emergency first Aid)
- Medication procedures and related KTM paperwork
- Challenging behaviour – Hands on / Restraint
- Equality, Diversity and Inclusion
- Autism Awareness
- Sensory Awareness
- Communication including Makaton, TEACCH & Pecs
- Mental Health in the Workplace

- Specialist Training (where applicable to job responsibilities) including:
 - ✓ Diabetes awareness
 - ✓ Physical Intervention / Challenging Behaviour (Safe Handling Ltd)
 - ✓ NVQ Levels II & III in Health & Social Care
 - ✓ NVQ Levels III & V in Leadership and Management
 - ✓ NVQ Level II & III in Business Administration
 - ✓ Incontinence Training
 - ✓ Percutaneous Endoscopic Gastrostomy (PEG) Training
 - ✓ Anaphylaxis awareness
 - ✓ Psychosis Awareness / Mental Health

11. LEGAL STATUS & LOCATION OF REGULATED ACTIVITIES

Legal Status:

KTM Care Ltd is wholly owned and managed by two Directors: Kerry Austin, who is the Registered Manager and Nominated Individual and Paul Austin who is the Finance Director.

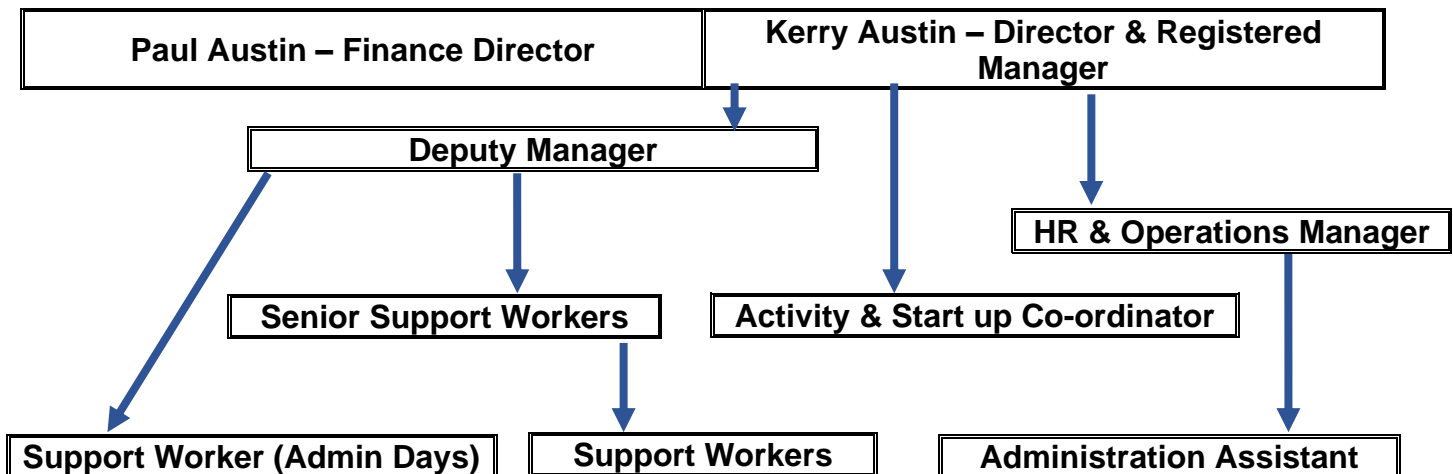
Location of regulated activities:

KTM Care Ltd
8 Angora Business Park
Peartree Road
Colchester
Essex
CO3 0AB

Contact Details:

Telephone: 01376 571152
Out-of-Hours Mobile: 07928 860086
Kerry Austin Mobile: 07919 522341
Email: info@ktmcare.co.uk

12. MANAGEMENT STRUCTURE & STAFFING



13. DETAILS OF THE REGISTERED MANAGER

Kerry Austin is the Director and Registered Manager and has worked in the field of Autism since 1998. She has concentrated on developing person-centred behaviour strategies to assist individuals on the Autistic Spectrum to obtain a better quality of life. Her philosophy of looking at the ‘whole’ picture and building a consistent experienced team of staff to support individuals with Autism has been very successful and has led to excellent outcomes for Individuals’ i.e. gaining more independence and achieving tangible goals and aspirations.

Kerry Austin has attended a wealth of various training courses and holds the appropriate NVQ IV & V Leadership & Management qualification. She also specialises and is trained to provide advocacy and support in Welfare Benefits; Trainer in delivering Epilepsy/Buccal training and Safer Handling Physical Intervention training.

Kerry Austin has years of experience in the field of health and social care and working with individuals on the Autistic Spectrum. Prior to setting up her own business in May 2010 (and making it into a family business with the joining of her husband Paul Austin 2013), she has worked for other leading and well known national organisations who specialise in both mental health, Learning Disability and Autism.

14. COMPLAINTS, COMMENTS & COMPLIMENTS POLICY

KTM Care Ltd have a Complaints, Comments & Compliments Policy to provide a framework for dealing with complaints, comments and compliments and to explain the procedures to our Individuals. An easy read version is provided at Pre-Assessment.

KTM Care Ltd aims to provide a high quality standard of service, but occasionally things can go wrong. Complaints help us to put things right and helps us to make sure that we strive to ensure the same mistake doesn't happen again. The policy aims to ensure that Individuals:

- ✓ Know where and how to make a complaint, comment or compliment and have easy access to the process
- ✓ Receive acknowledgement and information on the progress of their complaint, comment or compliment; and
- ✓ Receive an appropriate response with prompt and adequate action taken when we have failed to provide a satisfactory service

We aim to respond to customer feedback in a consistent and professional manner and use complaints, comments and compliments to shape our services.

Response Time to Complaints:

STAGE	TIMESCALE	RESPONSE PREPARED & AGREED BY:
Stage 1	20 working days	Registered Manager OR Deputy Manager
Stage 2	25 working days	Registered Manager OR Deputy Manager

Where we have made mistakes or have failed to meet our service standards, we will try to resolve the complaint satisfactorily, so that the Individual can feel that they were back in the position they would have been before the complaint.

15. FINANCE & CONTRACTS

All fee levels and contract requirements will be agreed prior to the commencement of service delivery with the purchaser.

Individuals who are either privately funding themselves or, are in receipt of a Personalised Budget, will be issued with a 'Self-Funding Agreement' along with this Statement of Purpose which forms the agreement with the purchaser.

16. CARE QUALITY COMMISSION CONTACT DETAILS

CQC

Lead Inspector
Eastern Regional
Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne, NE1 4PA

Telephone: 03000 616161

Website: www.cqc.org.uk

17. SAFEGUARDING CONTACT DETAILS

ASK SAL (Safeguarding Anonymous Helpline)

Telephone: 08452 66 66 63

Essex Safeguarding Board – Adults

DSL: Natalie Brooks-Smith
DDSL: Danielle Cross

ESAB Support Team
CG04-7 C Block
County Hall
Chelmsford
CM1 1QH

Telephone: 0345 603 7630 / Out of hours: 0345 606 1212

Email: businesssupportadultsovas@essex.gov.uk

Essex Safeguarding Board – Children

DSL: Natalie Brooks-Smith
DDSL: Kerry Austin

Essex Safeguarding Children Board
Room C228
County Hall
Chelmsford
CM1 1QH

Telephone: 0345 603 7627

Request for Support Form:

<https://www.essex.gov.uk/report-a-concern-about-a-child?formId=1?formId=1>