

STATEMENT OF PURPOSE

Care Service for All – Specialists in Autism

Domiciliary Care Agency

CQC Provider ID: 1-131465026

Reviewed: October 2019

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Mission Statement

KTM Care Ltd will endeavour to provide a high quality Care Service to individuals aged 8 years and upwards with a Learning Disability. 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 a learning disability 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 8 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 disabilities, even though our specialism is 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 learning disabilities. 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 October 2019 ALL learning disabilities, 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.

2. AIMS & OBJECTIVES

AIMS:

KTM Care Ltd.'s purpose is to provide a high quality specialist service provision to assist and support service users' aged 8 years and upwards with a learning disability, 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.
- 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 service for all, Specialist 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 service users 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 learning disability 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:

“Promoting individuality to engage and achieve”

To support people with disabilities to be themselves, make their own choices and choose a life path that is meaningful to them. To build a strong committed team to support and encourage our service users to ‘engage’ and achieve their goals and aspirations.

KTM Care Ltd believe that people with a learning disability / autism should be afforded the respect, dignity, rights and choices and the value of citizenship contained within the state. We will encourage individuals to have self-respect and give them the opportunity to make choices and take control of their own lives to the best of their ability.

The potential development of people with autism should be recognised whilst taking into account their vulnerability and therefore, their needs should be met with empathy in the least restricted environment feasible.

We will work together with the service user and their parents / carers / guardians / advocates, where appropriate, to tailor a package of care that supports the service user in every aspect of their daily lives in a person centred, flexible and holistic way, helping them to achieve their goals and enabling them to live as independently and safely as possible, engaging and developing their diverse abilities. We also work with service users with a learning disability or on the ‘Autistic Spectrum’ who have other associated disabilities.

We believe that people with a learning disability or autism should receive services and further support appropriate to their individual and sometimes complex needs throughout their lives. A range of services should be available so that, through the promotion of self-advocacy, individual preferences can be identified and met.

Services should be based on a commitment to quality and be regularly monitored, evaluated, reassessed and developed so that they continue to meet the needs of the individuals.

KTM Care Ltd is committed to the continued improvement of its service provision and in recognising, understanding and meeting the needs of people with a learning disability and or autism, their families and carers.

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. WHAT IS AUTISM

Autism can affect how an individual makes sense of the world around them and whilst they may share certain difficulties with other people who are Autistic, their condition will vary to that of others.

Some individuals can have more complex needs and their Autism may be accompanied by a learning disability where they require specialist support throughout their lives. They may be over or under sensitive to sounds, smells, taste etc.

Service users with Asperger's Syndrome can be average or above average intelligence and may have fewer difficulties with speech, but can still have difficulty in making sense of the world around them and in processing language and information relating to other people.

Outlined below are the difficulties that individuals with autism are affected by and need to be supported with:

Communication: Difficulty in communication is a fundamental indication of autism. Staff are trained and supported to cultivate their observation skills. This supports and assists individuals with autism to be able to indicate their needs and preferences using their preferred method of communication.

Resistance to Change: The process of decision making can be difficult for individuals with autism. Requests to make decisions may raise anxiety levels to such an extent as to cause great distress and / or challenging behaviour. Individuals with autism often find change threatening, particularly in a familiar environment and prefer to adhere to habitual routines in order to maintain predictability. Even changes that are desired may need to be introduced gradually and with caution.

Obsessional Behaviour: Individuals with autism are routine driven and find comfort in structure and familiarity, however, this can result in obsessional behaviour. Staff will help individuals with autism to use their obsessions constructively and will redirect or try to moderate them to a level that is positively controlled.

Challenging Behaviour: Challenging behaviour can manifest itself for a number of different reasons, therefore, the actual management of such behaviour can often be a complex process.

KTM Care Ltd have a robust 'Managing Challenging Behaviour' policy and procedures which sets out guidelines that have a positive care approach when the use of restrictive physical intervention techniques may need to be used to ensure the safety, dignity and respect of service users', staff or other individuals.

KTM Care Ltd places great emphasis on training staff to recognise possible "flashpoint" (trigger) situations and minimise any potential confrontations. In this way, managing challenging behaviour situations will be pro-active rather than reactive.

Staff who work with service users where the expected level of challenging behaviour is high undergo intensive training which is delivered by one of the country's leading external providers in using safer handling techniques. The training involves making staff aware of the types,

causes and effects of challenging behaviour and ensures that they are able to work pro-actively in a person-centred way to respond effectively to triggers, signs and symptoms of challenging behaviour. It also addresses the management of complex situations, including the use of restrictive physical intervention techniques.

A service user pre-assessment of need and a comprehensive risk assessment will be undertaken prior to the provision of a 'Domiciliary Care Service'. The information contained in the service user's detailed assessments forms the basis of the service user's 'All About Me Books' or 'One Page Profile' so that it can meet the specific / complex needs of the service user whose behaviour has been identified as challenging. It is at this point that careful consideration is given to any aspect of the safe managing of challenging behaviour.

5. WHAT IS A LEARNING DISABILITY

A learning disability affects the way a person learns new things throughout their lifetime. Find out how a learning disability can affect someone and where you can find support.

A learning disability affects the way a person understands information and how they communicate. This means they can have difficulty:

- understanding new or complex information
- learning new skills
- coping independently

Around 1.5 million people in the UK have a learning disability. It's thought up to 350,000 people have a severe learning disability. This figure is increasing. (Taken from the NHS website, 2019)

We have found that the way we have worked with people on the Autistic Spectrum, it can be adopted to support people with other learning disabilities too. We support people in a very tailored approach, completely unique to them so we are now able to open our doors to working as a "Care Service for All"

6. SERVICES PROVIDED

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 service users own home on a 1:1 or 2:1 basis where required. We can also support service users 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 service user'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 service users to maintain their home or tenancy

- ✓ Prompting and assisting service users 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 service users to establish social contacts, arranging and supporting service users 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 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 service users to maintain personal safety and security

Part-Time Care Support Services in the Community: We can provide part-time support to help service users access the wider community and / or provide respite to those who provide

full-time care support to the service user, these can include any of the services we provide as outlined above in '24/7 Care Support Services'.

Access to Services: Service users have access to KTM Care Ltd Head Office during office opening hours from 9am – 4:30pm Monday to Friday and through the On-Call Officer out-of-

office (Emergency support) hours from 4:30pm – 9am Monday to Sunday. (Anytime the Office is closed).

Short Notice Interventions: We take referrals for short notice interventions which can be 'fast tracked' through our system from the service users parents / carers / guardians / local authorities / health professionals / other professional organisations and agencies, to provide specialist help and support that service users may need at short notice. This can be in the form of 'Alternative Education Programmes'; whereby we support pupils to transition back into school/college after a breakdown in education.

Support with transition: We can assist the service user 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 service users 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 service users. 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 (externally) to support service users with their preferred method of communication whereby service users are able to indicate their needs, desires and preferences. These methods of communication include:

- ✓ The Picture Exchange Communication System (PECS)
- ✓ TEACCH
- ✓ Makaton
- ✓ Providing compact travel communication boards so that the service user 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 service users 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 service user'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 service users within a College environment and will work together with Parents / Carers / Teachers and Tutors to provide specialist 1:1 support.

7. QUALITY ASSURANCE

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

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

- ✓ Spot checks and observations
- ✓ Care Plan reviews
- ✓ Annual risk assessments

- ✓ Regular Service User / Parent Meetings

8. 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.

9. DEVELOPMENT OF THE CARE PLAN & OTHER SUPPORT

Development of the Care Plan:

The Care Plan (All About Me Book / One Page Profile) 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 service user. 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.

An 'All About Me' book or One Page Profile (Care Plan) is drawn up in consultation with the service user and in conjunction with the service user's parent / carer / guardian / advocate / other professionals who may be involved with the service user (where appropriate). The 'type' of care plan is dependent on needs and services being delivered.

KTM Care Ltd assign a key person who take specific responsibility for the implementation of care plans and individual programme planning.

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

10. INITIAL ASSESSMENT & RISK ASSESSMENTS

Initial Assessment:

An Initial 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 service user's Care Plan (All About Me Book / One Page Profile).

This will ensure that all tasks and activities undertaken meets the service user'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 service user. In this respect, the following will be considered:

- ✓ Whether the stated Aims and Objectives of KTM Care Ltd are applicable to this particular service user.
- ✓ Whether the service can meet the service user's developmental, health, care and support needs and requirements.
- ✓ Whether there are adequate levels of staff support to meet the service user'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 comprehensive risk assessment is carried out as part of a service user's detailed assessment of need 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 service user's. These factors will identify if there are any risks to service user's, staff, and other individuals and will form part of the service user's All About Me Book / One Page Profile. We use the positive behaviour strategy when compiling our risk assessment / care plan / interventions etc to also use the least restrictive and more empowering actions for the service user.

11. 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. We will take positive steps to ensure equal opportunities in employment and equal access to our services to avoid unlawful discrimination in employment and against service users, irrespective of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

12. 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
- ✓ 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 service users 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, however, we provide ongoing support to staff whenever they may need it. Staff also receive an Annual Appraisal to discuss and address their development needs in all areas of their work.

The training programme that KTM Care Ltd provide to staff includes the following:

KTM CARE LTD TRAINING PROGRAMME	
Internal Training Provided by Qualified Staff	External Training Provided by Qualified Training Providers
Safeguarding Adults	Care & Control for using safer handling techniques provided by Safer Handling
Safeguarding Children	Safeguarding Children L2 provided by Training 2 Care
Fire Safety	Percutaneous Endoscopic Gastrostomy (PEG) Training provided by a qualified Nurse
Health & Safety	Psychosis Awareness provided by Early Intervention in Psychosis Team
Care of Medicines	Incontinence Training provided by a qualified Nurse
Food Hygiene & Infection Control	NVQ Levels II & III in Health & Social Care
First Aid	NVQ Levels III & V in Leadership and Management
Moving and Handling	NVQ Level III in Business Administration
Managing Challenging Behaviour	Epilepsy & Buccal Midazolam
Mental Capacity Act (MCA) & Deprivation of Liberty Safeguards (DoLS)	We will source any other relevant training as and when it's required to meet the needs of our service user's.
Equality, Diversity & Inclusion	
Communication Skills	
Sensory Awareness	
Autism Spectrum Disorder Levels 1 & 2	

Most of the training courses outlined in the above training matrix are mandatory which forms part of KTM Care Ltd.'s in-depth Induction. Other specialised training courses outlined are as required to meet the needs of individual service users.

13. 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.

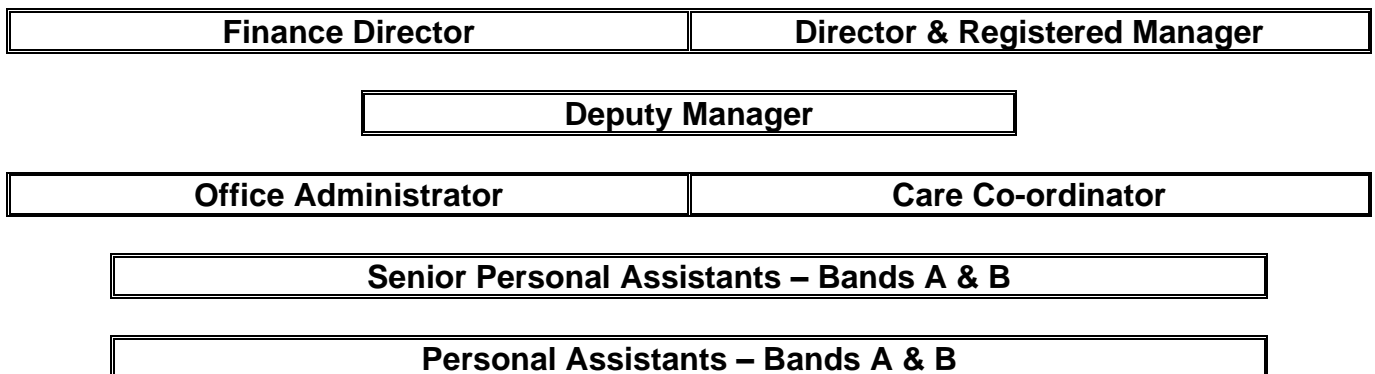
Location of regulated activities:

KTM Care Ltd
Media House
3 Threshelfords Park
Inworth Road
Feering
CO5 9SE

Contact Details:

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

14. MANAGEMENT STRUCTURE & STAFFING



15. 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 service users’ 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.

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, she has worked for other leading and well known national organisations who specialise in both mental health, Learning Disability and autism.

16. COMPLAINTS, COMMENTS & COMPLIMENTS POLICY

KTM Care Ltd have a Complaints, Comments & Compliments Policy which is provided to service users along with the Service User Guide upon commencement of service delivery. The overall purpose of the policy is to provide a framework for dealing with complaints, comments and compliments and to explain the procedures to our service users.

KTM Care Ltd aims to provide a high quality standard of service, but occasionally things 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 service users:

- ✓ 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 service user can feel that they were back in the position they would have been before the complaint.

17. FINANCE & CONTRACTS

All fee levels and contract requirements will be agreed prior to the commencement of service delivery with the relevant Local Authority / Health Service / Agency or Organisation / private individual / other.

Service Users who are either privately funding themselves or, are in receipt of a Personalised Budget, will be issued with a 'Self-Funding Agreement'.

18. CARE QUALITY COMMISSION CONTACT DETAILS

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

Telephone: 03000 616161 **Email:** www.cqc.org.uk