



**Victoria**  
Community Care Limited

---

## Statement of Purpose

# Victoria Community Care Limited

Unit 6 Helsby Court, Prescot Business Park, Prescot,  
Merseyside, L34 1PB  
Tel: 0151 546 4400  
E mail: office@vccl.biz

## About this Document

---

This document summarises information about Victoria Community Care Limited and has been compiled in accordance with Regulation 12 and Schedule 3 of the Care Quality Commission (Registration) Regulations 2009.

This statement can be used in conjunction with our Service User Guide for service users, their friends, relatives or representatives.

Victoria Community Care is registered with the Care Quality Commission (CQC) for the regulated activity of 'Personal Care'. The regulations that govern our registration are:

Health and Social Care Act 2008 (Regulated Activities) Regulations  
2010  
Care Quality Commission (Registration) Regulation 2009

## About us

---

Since our company launched in 1996, Victoria Community Care Limited have been providing quality care in Knowsley and surrounding areas. Our service is about helping and supporting people to achieve their maximum level of independence and physical ability, whilst remaining in the comfort of their own home. We believe that the service users' welfare and safety is our foremost priority as we strive to provide the highest standard of service.

## Aims and Objectives

---

1. To deliver personal care and associated domestic care to service users, in the comfort of their own home environment, to a standard of excellence that embraces the fundamental principles of good care practice.
2. To ensure the service is delivered flexibly, attentively and in a non-discriminatory way, whilst respecting each service user's right to independence, privacy, dignity, fulfilment, choices and rights.
3. To deliver care and support packages which are built around each service user's individual needs and aspirations.
4. To continually monitor the service provided, including the service users' experiences and satisfaction of service provided, and use the results to make immediate changes when required.
5. To work in partnership with services users, their families, friends and representatives, and other professionals in the provision of care.
6. To continue to provide high quality care centred on meeting the needs of each individual service user.

We are committed to meeting our aims and objectives and so through regular reviews and monitoring we will continue to strive for excellence and improve service delivery.

*"I would like you to pass on my sincere thanks for the care and kindness that all your staff showed towards my mother and I know she was very happy with the care that she received from Victoria Community Care"*  
(Family of Service User, October 2011)

## Services We Provide

---

Assistance with washing, bathing and showering  
Assistance with bed bathing  
Assistance with toileting, continence care and use of incontinence aids  
Assistance with dressing and undressing, getting up and going to bed  
Assistance with medication  
Meal preparation – assisting with preparing meals, eating and drinking  
Assistance with feeding  
Sitting services – designed to give respite to informal carers from their caring role  
Assistance with cleaning and housework  
Assistance with laundry and ironing  
Assistance with planning and shopping, pension collecting, paying bills  
Night service – a care service which takes place overnight  
Respite care – looking after the person requiring care and giving the main carer a break from their caring role  
Social care – companionship, listening and talking to service users. Helping them keep in touch with their friends and relatives, help with letter writing

## We currently provide services for the following service users:

---

Older people  
People with mental health problems  
People with physical disabilities  
People with dementia  
People with learning disabilities

*“I would like to acknowledge the excellent level of care that I have observed being offered to Mrs X”*  
(Occupational Therapist, November 2011)

## **Fees and Charges**

---

£10.00 per hour (Victoria Community Care charge double time for all bank holidays).

## **The Responsible Person**

---

Gill Begley  
Victoria Community Care Limited  
Unit 6 Helsby Court  
Prescot Business Park  
Prescot  
Merseyside  
L34 1PB  
Tel: 0151 546 4400  
Email: [office@victoriacommunitycare.com](mailto:office@victoriacommunitycare.com)

Qualifications and experience:  
Level 4 NVQ in Management.  
Registered Mental Health Nurse.  
Experience of running Victoria Community Care since 1996.

## **The Registered Manager**

---

Bernadette Thomas  
Victoria Community Care Limited  
Unit 6 Helsby Court  
Prescot Business Park  
Prescot  
Merseyside  
L34 1PB  
Tel: 0151 546 4400  
Email: [office@victoriacommunitycare.com](mailto:office@victoriacommunitycare.com).

Qualifications and experience:  
Level 4 NVQ in Management  
Experience of running Victoria Community Care since 1998

## Our Staff

---

We believe training and staff development is one of our top priorities for us to continue in delivering quality care, support and safety to the service users. We will provide the training and support necessary for our staff to perform their job with a high level of competence and confidence. Training will include:

- Role of the health and social care worker
- Providing care and support
- Health and Safety
- First Aid
- Fire Safety and Security
- Safe Guarding Vulnerable Adults
- Infection Control
- Food Safety Awareness
- Medication Awareness / Administration
- Moving and Handling

In addition we will provide specialist training to care staff whose job role may include supporting people with:

- Dementia
- Challenging Behaviour
- Epilepsy
- Diabetes
- Mental Health Problems

All staff will also attend regular supervisions and annual performance appraisals where objectives will be set and progress monitored. Staff development needs will be identified and met, providing resources are available.

*“Both Mrs X and her daughter are delighted with the care package and in particular her carers. A care package is meeting the identified needs of the service user.”*

(Social Worker)

## Dignity, Privacy and Respect

---

We believe in the importance of respecting and preserving each service user's dignity and privacy. We recognise that dignity can make individuals feel important in society, to feel respected and build self respect. We strive to ensure that all members of staff adhere to the following principles when providing care to service users:

- Valuing and respecting each service user as an individual
- Addressing services users by their preferred title
- Respecting culture, religion and beliefs
- Respecting right to refuse any care provided to them
- Respecting right to be treated equally
- Respecting right to privacy and confidentiality

## Choice, Independence and Fulfilment

---

We believe in the importance of promoting independence wherever possible, as doing this can help make individuals feel in control of their lives and give them a sense of self worth. We recognise the importance of providing choices to the service users in relation to all aspects of the care provided to them. We aspire for all service users to feel fulfilment in their lives and to be assisted and supported in achieving personal aspirations and goals. We strive to ensure that all members of staff adhere to the following principles when providing care to service users:

- Promoting independence, when safe to do so
- Guidance and support to make informed choices
- Listen and support service users to achieve personal aspirations and goals
- Place the service users at the centre of decision making in relation to the care they receive

*"We have been impressed by the dedication and care provided, a very person centred approach in supporting my father and in a way which maintains his independence. This is clearly evident in the way he expresses how much he values the care and the way it is provided"*

(Family of Service User)

## Complaints Procedure

---

Victoria Community Care has a full Complaints and Compliments policy that can be requested at any time. A full explanation of how to raise a complaint or compliment is included within the Service User Guide.

Service users and their representatives are actively encouraged to seek advice and information from senior members of staff on matters that they are concerned or unhappy about. The manager will respond to the complaint and aim to rectify the situation following investigation.

If you feel your complaint has not been resolved to your satisfaction, or you wish to contact CQC at any time regarding the care being provided, their address and telephone number are:

North West Region  
CQC  
Citygate  
Gallowgate  
Newcastle Upon Tyne  
NEL 4PA

Tel: 03000 616161

*“All the family are grateful to the staff who have provided care to our dad. The kindness and patience shown by the carers really makes a difference to his quality of life.”*

(Family of Service User)