

SATASH COMMUNITY CARE PROJECT

ORCHID

51 MOLLANDS LANE SOUTH OCKENDON ESSEX RM15 6DH



Statement of Purpose

Welcome to Satash Community Care Project Ltd

Satash Community Care Project Limited is an independent care provider of Residential Care and Domiciliary Services to adults with Learning Disabilities and associated Mental Health needs. The owners of the establishments; Mr. Vyamuthu Loganathan and Mrs. Thanaletchmi Loganathan are professionally qualified and have a vast amount of experience in the care sector and managing residential homes. The company was established in 2006 and the organisation is now expanding their services and will be providing 'specialist' services for adults with Learning Disabilities and associated Mental Health needs. The organisation will be providing services which are specific and unique to the individuals and specialise in care for people with Autism, Asperger's Syndrome, Epilepsy and behaviours that challenge.

The new project will provide care and support services on a 24/7 basis providing excellent services tailoring specifically to the needs of the individuals which is person centred, using person centred approaches and planning with the service users their care packages at an appropriate level in order to enable the service users to reach their full potential, learn new skills to live as part of the local community (social inclusion) and lead full and active lives which is meaningful. All rooms will be provided with washing facilities, which offers a comfortable home for its residents until such a time that they choose to move on or their individual needs change.

MISSION STATEMENT

Satash Community Care Project will make a positive difference to the quality of life for individuals with learning disabilities; by supporting and enabling the service users to have the opportunity to experience the same range of activities as other adults, so they can reach and achieve their full potential and become independent and equal members of the community

Information about the Organisation

Full Name of Provider:

Satash Community Care Project Limited (Organisation) is registered through 'Company House' by appointed accountants at (VKM Accountants - 25 Balham High Road, London, SW12 9AL).

Company No: 5370263 / CQC Provider ID: 1-101645878

The Director of Operations / Responsible Individual:

Mr. Vyramuthu Loganathan
Logan@satashcommunitycare.com
07956 377298
109 -111 / 51-53 Mollands Lane
South Ockendon
Essex
RM15 6DJ

Mrs. Thanaletchmi Loganathan (RMA)
Secretary / Registered Manager
Letchmi@satashcommunitycare.com
07957 869620

Mr. Sathian Loganathan (Diploma level 5 Health & Social Care)
Deputy Manager / Director of Finance
Sathian@satashcommunitycare.com
07949 755104

Mrs. Asha Myuran (BA with Hons)
Director of Human Resources
Asha@satashcommunitycare.com
07956 086570

The Organisation runs the following Homes/Services:

Satash Project
109-111 Mollands Lane
South Ockendon
Essex
RM15 6DJ
01708 856592

Domiciliary Care
Trinity Community Centre
East Avenue
Eastham
London
E12 6SG
0203 200 1047

Aims and Objectives

The following statements reflect the values, principles and general aims and objectives of our care services:

- To focus on service users. We aim to provide personal care and support in ways which have positive outcomes for service users and promote their independence, provide active participation which is person centred and have person centred approaches.
- To ensure that we are fit for our purpose. We examine our operations constantly to ensure that we are successfully achieving our stated aims and purposes. We welcome feedback from our service users and their friends and relatives.
- To work for the comprehensive welfare of our service users. We aim to provide for each service user a package of care that contributes to his or her overall personal and healthcare needs and preferences. We will co-operate with other services and professionals to help to maximise each service user's independence and to ensure as fully as possible the service user's maximum participation in the community.
- To meet assessed needs. Before we provide services we ensure that a potential service user's needs and preferences are thoroughly assessed. We aim to ensure that the care the service provides meets the assessed needs of each service user, that needs are re-assessed as frequently as necessary and that the care and support provided have the flexibility to respond to changing needs or requirements.
- To provide quality services. We are whole-hearted committed to providing top quality services and to continuous improvement in the level of the care we offer.
- To employ a quality workforce who is trained to meet the need of our service users and deliver high standards. Standards for our managers and staff are based on the National Occupational Standards for the Care Industry set by the National Training Organisation.
- To continue to work in partnership with our four local authorities. We also work in partnership with the NHS, who fully recognise and support our service. We have submitted yearly financial accounts to HMRC and Company House. Since 2006 we have successfully managed to sustain full occupancy of both our Homes, which has secured a viable financial income for the expansion.

Service Description

The bungalow is a semi-detached property and is located on Mollands Lane in South Ockendon, Essex, within a small village. There are excellent transportation links to Lakeside Shopping Centre, Grays Town Centre and Central London. The main underground (tube) station is situated less than 2 miles away in Upminster. The bungalows are situated in a semi-rural area on the edge of the green belt but within easy access of all local amenities. Local transport is easily accessible i.e. buses, trains (C2C over ground rail services) and taxis, all of which are less than a mile from the home. The bungalow has a large garden to both the front and the back which are secluded and private with ample space for car parking.

The home is equipped with the following facilities:

- The home has 4 bedrooms with individual washing facilities to all bedrooms
- Communal living room
- Dining room
- A large shared bathroom
- A large shared wet room
- Communal kitchen
- 3 toilet facilities (including a separate staff toilet facility)
- Study / office
- The home is equipped with a fire alarm system / full central heating system
- There is a laundry / utility room, a COSHH storage area, a linen store and secure medication storage room
- All windows are double glazed and have been fitted with safety catches
- Fire doors and extinguishers are regularly inspected and meet all regulatory requirements
- There is ample parking for staff, visitors and visiting therapeutic services

Service Users Accommodated

The home will accommodate 4 adults 18 years of age and above both female and male.

Service User Plan of Care

At the time of a new resident's admission to the home we work with the service user and their family, friend or representative if appropriate, to draw up a written plan of the care we will aim to provide. The plan sets out objectives for the care and how we hope to achieve those objectives, and incorporates any necessary risk assessments. Initially service users care plans will be reviewed once a month and thereafter every 3 months. We review each person's plan together, setting out whatever changes have occurred and need to occur in future. From time to time further assessments of elements of the person's needs are required to ensure that the care we are providing is relevant to helping the resident achieve their full potential. Every resident has access to their plan and is encouraged to participate as fully as possible in the care planning process.

Rooms in the Home

Orchid has 4 bedrooms with washing facilities for residents, of which all are for single occupation. All rooms will be furnished with quality furniture and fittings and will be decorated ready for occupancy. Service Users will be able to personalise their rooms once placement has been agreed. All personal electronic gadgets will need to be checked first

(PAT tested) to comply with health and safety laws and regulations prior to use. In addition there are some areas of the home which are generally for staff use only as follows:

Office

Therapeutic Techniques

The home can offer the following specific therapeutic techniques to assist in the wellbeing of our service users such as:

- Massage
- Beauty services
- Foot care / Chiropody services
- Aromatherapy
- Befriending
- Television
- DVD
- Board Games
- 1:1 work
- Painting, Arts and Crafts
- Meeting up with family and friends

All therapeutic work will be carried out to high standards and by qualified professionals who will build and develop a therapeutic relationship with the individuals.

The Range of Needs met

The home aims to provide a service for adults with learning disabilities and associated mental health needs. The home will ensure that each service user will be assessed holistically to have his/her needs met within the services and care package the home can and will be providing.

Residents requiring Nursing Care

We will not be registered as a nursing home, so therefore no nursing care can be provided in the home. Any minor nursing care needs will be supported through the community nurses, however if and when the needs change for long term nursing care then service users' needs will be reviewed and facilitated for them to move on.

Admissions

Under government regulations, potential residents must have their needs thoroughly assessed before entering a home; this is intended to provide each service user with the best possible information on which to make an informed choice about their future.

For potential residents who are already in touch with a social service or social work department, the initial assessment will be undertaken as part of the care management process, but we also need to assure ourselves and the service user that this particular home is suitable for them. For potential residents who approach the home direct, appropriately trained staff will make a full assessment of need calling, with the service user's permission, on specialist advice and reports as necessary.

The assessment will cover the range of health and social needs set out in Care Quality Commission guidance. All information will be treated confidentially. The assessment process helps the home's staff to be sure that the home can meet a potential resident's requirements and to make an initial plan of the care we will provide.

We will provide prospective service users with as much information as possible about the home to help them make a decision about whether or not they want to live here. We offer the opportunity for a prospective resident to visit the home, join current residents for a meal and move in on a trial basis. The home would encourage you to have trial visits prior to you taking up full time placement so that you are happy with the service that you will be receiving and that you are fully satisfied with the home and your potential placement. We are happy for a prospective resident to involve their friends, family or other representatives in seeing the home and the care and facilities we can provide before making the final decision about admission.

If we feel the home is not suitable for a particular person we will try to give advice on how to look for help elsewhere.

Social Activities, Hobbies and Leisure Interests

We try to make it possible for our residents to live their lives as fully as possible. In particular, we do the following:

- We aim as part of the assessment process to encourage potential residents to share with us as much information as possible about their social, cultural and leisure interests, as a basis for helping them during their period of residence in the home.
- We try to help residents to continue to enjoy as wide a range of individual and group activities and interests as possible both inside and outside the home, to carry on with existing hobbies, pursuits and relationships and to explore new avenues and experiences. All residents are entitled to use the dining room, the communal lounges, other sitting, circulating areas and the grounds of the home. Those who wish to may remain in their own rooms whenever they like. Residents are encouraged to personalise their own rooms with small items of furniture and other possessions and we try to follow individual preferences in matters of decoration and furnishings.
- We have regular weekly social activities that are organised by various clubs, both during the day and in the evenings which service users will participate in if they wish. We hope that friendships among residents will develop and that residents will enjoy being part of a community, but there is no compulsion on a resident to join in any of the communal social activities if they wish not to do so.
- We recognise that food and drink play an important part in the social life of the home. We try to provide a welcoming environment in the dining room and to ensure that meals are pleasant unhurried occasions providing opportunities for social interaction as well as nourishment. As far as possible we encourage residents to choose where they sit in the dining room however meals can be consumed in residents' own rooms if desired. Three full meals are provided each day, there is a regular changed menu for lunch and the evening meal and residents are always offered a choice at meals. We will cater for any special cultural, religious and therapeutic diets as advised by specialist staff and as agreed in each resident's care plan. Care staffs are available to provide discreet, sensitive and individual help with eating and drinking for those needing it. Snacks, hot and cold drinks are available at all times. We aim to make all of the food and drink we provide attractive, appealing and appetising and to mark special occasions and festivals.

- We try to ensure that the home is a real part of the local community, so in principle we encourage visitors to the home such as local councillors, members of parliament, representatives of voluntary organisations, students, school children and others. Naturally we respect the views of service users about whom they want to see or not to see.
- We recognise that risk-taking is a vital and often enjoyable part of life and of social activity and that some residents will wish to take certain risks despite or even because of their disability. We do not aim therefore to provide a totally risk-free environment though we take care to ensure that residents are not subjected to unnecessary hazards. When a service user wishes to take part in any activity which could involve risk, we will carry out a thorough risk assessment with that individual, involving if they so desire a relative, friend or representative and will agree and record action which will appropriately balance the factors involved. Such risk assessments will be regularly reviewed, with the participation of all parties, in the light of experience.
- For the benefit of all residents and staff, we have designated all the communal areas of the home as non-smoking including bedrooms. Residents who wish to smoke may smoke in the designated areas.
- We may make a charge associated with some social activities and services; where this applies, the details will be made clear to the service user in advance.
- Consulting service users about the way the home operates. We aim to give residents opportunities to participate in all aspects of life in the home. In particular, they are regularly consulted both individually and corporately about the way the home is run. You will have a regular residents' meetings to voice any concerns or compliments and there will be opportunities for residents to join staff meetings, policy groups and other forums, systems for involving residents in staff selection, menu planning, reviews of policies, etc and arrangements for surveys of user satisfaction. Our objective is always to make the process of managing and running the home as transparent as possible, and to ensure that the home has an open, positive and inclusive atmosphere.

Consultation with Residents and their Representatives

We try to consult users as fully as possible about all aspects of the operation of the home and the care provided. In particular, the residents will have a 6 weekly Service User's meeting where they can discuss any issues or concerns relating to the running of the home or people working or living in the home. A member of staff will be available if needed to help assist the Service Users meetings. The home will also consult with the Service Users regarding any implantations of new policies or documents and a 6 monthly quality assurance audit will be carried out with the service user's to get constant feedback on how to improve the service .

Rights

We place the rights of our residents who use our services at the forefront of our philosophy of care. We seek to advance these rights in all aspects of the environment and the services we provide and to encourage our residents to exercise their rights to the full.

Civil Rights

Having disabilities and residing in a home can act to deprive our residents/people who use our services of their rights as citizens. We therefore work to maintain our service users' place in society as fully participating and benefiting citizens in the following ways:

- Ensuring that residents have the opportunity to vote in elections and to brief themselves fully on the democratic options
- Preserving for residents full and equal access to all elements of the National Health Service
- Helping residents to claim all appropriate welfare benefits and social services
- Assisting residents' access to public services such as libraries, further education and lifelong learning
- Facilitating residents in contributing to society through volunteering, helping each other and taking on roles involving responsibility within and beyond the home.

Privacy

We recognise that life in a communal setting and the need to accept help with personal tasks are inherently invasive of a resident's ability to enjoy the pleasure of being alone and undisturbed. We therefore strive to retain as much privacy as possible for our residents in the following ways

- Giving help in intimate situations as discreetly as possible
- Helping residents to furnish and equip their rooms in their own style and to use them as much as they wish for leisure, meals and entertaining
- Offering a range of locations around the home for residents to be alone or with selected others
- Providing locks on residents' storage space, bedrooms and other rooms in which residents need at times to be uninterrupted
- Guaranteeing residents' privacy when using the telephone, opening and reading post and communicating with friends, relatives or advisors
- Ensuring the confidentiality of information the home holds about residents.

Dignity

Disabilities quickly undermine dignity, so we try to preserve respect for the intrinsic value of those who use our services in the following ways:

- Treating each resident as a special and valued individual
- Helping residents to present themselves to others as they would wish through their own clothing, their personal appearance and their behaviour in public
- Offering a range of activities which enables each resident to express themselves as a unique individual
- Tackling the stigma from which our residents may suffer through age, disability or status
- Compensating for the effects of disabilities which residents may experience on their communication, physical functioning, mobility or appearance.

Independence

We are aware that our residents/people who use our services have given up a good deal of their independence in entering a group living situation. We regard it as all the more important to foster our service users' remaining opportunities to think and act without reference to another person in the following ways:

- Providing as tactfully as possible human or technical assistance when it is needed
- Maximising the abilities our residents retain for self-care, for independent interaction with others, and for carrying out the tasks of daily living unaided
- Helping residents take reasonable and fully thought-out risks
- Promoting possibilities for residents to establish and retain contacts beyond the home
- Using any form of restraint on residents only in situations of urgency when it is essential for their own safety or the safety of others
- Encouraging residents to access and contribute to the records of their own care.

Security

We aim to provide an environment and structure of support which responds to the need for security in the following ways:

- Offering assistance with tasks and in situations that would otherwise be perilous for residents
- Protecting residents from all forms of abuse and from all possible abusers
- Providing readily accessible channels for dealing with complaints by residents
- Creating an atmosphere in the home which residents experience as open, positive and inclusive.

Choice

We aim to help our service users exercise the opportunity to select from a range of options in all aspects of their lives in the following ways:

- Providing meals which enable residents as far as possible to decide for themselves where, when and with whom they consume food and drink of their choice
- Offering residents a wide range of leisure activities from which to choose
- Enabling residents to manage their own time and not be dictated to set communal timetables
- Avoiding wherever possible treating residents as a homogeneous group
- Respecting individual, unusual or eccentric behaviour in residents
- Retaining maximum flexibility in the routines of the daily life of the home.

Fulfilment

We want to help our service users to realise personal aspirations and abilities in all aspects of their lives. We seek to assist this in the following ways:

- Informing ourselves as fully as each resident wishes about their individual histories and characteristics
- Providing a range of leisure and recreational activities to suit the tastes and abilities of all residents, and to stimulate participation
- Responding appropriately to the personal, intellectual, artistic and spiritual values and practices of every resident
- Respecting our residents' religious, ethnic and cultural diversity
- Helping our residents to maintain existing contacts and to make new liaisons, friendships, and personal or sexual relationships if they wish
- Attempting always to listen and attend promptly to any resident's desire to communicate at whatever level

Diversity

We aim to demonstrate that we welcome and celebrate the diversity of people in our community and in this home. We try to do this in the following ways:

- Positively communicating to our residents that their diverse backgrounds enhance the life of the home
- Respecting and providing for the ethnic, cultural and religious practices of residents
- Outlawing negatively discriminatory behaviour by staff and others
- Accommodating individual differences without censure
- Helping residents to celebrate events, anniversaries and festivals which are important to them

Quality Care

We wish to provide the highest quality of care and to do this we give priority to a number of areas relating to the operation of the home and the services we provide.

Choice of Home

We recognise that every prospective resident should have the opportunity to choose a home which suits their needs and abilities. To facilitate that choice and to ensure that our residents know precisely what services we offer, we will do the following:

- Provide detailed information on the home by publishing a statement of purpose and a detailed service user guide/information about the home
- Give each resident a contract or a statement of terms and conditions specifying the details of the relationship
- Ensure that every prospective resident has their needs expertly assessed before a decision on admission is taken
- Demonstrate to every person about to be admitted to the home that we are confident that we can meet their needs as assessed
- Offer introductory visits to prospective residents and avoid unplanned admissions except in cases of emergency.

Personal and Health Care

We draw on expert professional guidelines for the services the home provides. In pursuit of the best possible care we will do the following.

- Produce with each resident, regularly update and thoroughly implement a service user plan of care, based on an initial and then continuing assessment
- Seek to meet or arrange for appropriate professionals to meet the health care needs of each resident
- Establish and carry out careful procedures for the administration of residents' medicines
- Take steps to safeguard residents' privacy and dignity in all aspects of the delivery of health and personal care
- Treat with special care residents who are dying, and sensitively assist them and their relatives at the time of death.

Lifestyle

It is clear that service users may need care and help in a range of aspects of their lives. To respond to the variety of needs and wishes of service users, we will do the following:

- Aim to provide a lifestyle for a resident which satisfies their social, cultural, religious and recreational interests and needs
- Help residents to exercise choice and control over their lives
- Provide meals which constitute a wholesome, appealing and balanced diet in pleasing surroundings and at times convenient to residents.

Arrangements for Religious Observances

Residents who wish to practise their religion will be given every possible help and facility. In particular we will do the following:

- We will try to arrange transport for residents to any local place of worship if required
- If asked to we will make contact with any local place of worship on a service user's behalf. We can usually arrange for a minister or a member of the relevant congregation to visit a service user who would like this
- In the public areas of the home we will celebrate the major annual Religious festivals for all the different faiths our service users worship and believe in. Service Users have the opportunity to participate or not as they wish.

The Environment

The physical environment of the home is designed for residents' convenience and comfort. In particular, we will do the following:

- Maintain the buildings and grounds in a safe condition
- Make detailed arrangements for the communal areas of the home to be safe and comfortable
- Supply toilet, washing and bathing facilities suitable for the residents for whom we care
- Arrange for specialist equipment to be available to maximise residents' independence
- Provide individual accommodation to a high standard
- See that residents have safe, comfortable bedrooms, with their own possessions around them
- Ensure that the premises are kept clean, hygienic and free from unpleasant odours, with systems in place to control the spread of infection.

Fire precautions, associated Emergency Procedures and Safe Working Practices

All residents are made aware of the action to be taken in the event of a fire or other emergency and copies of the home's fire safety policy and procedures are available on request. The home conforms to all relevant government guidance on promoting and protecting the health, safety and welfare of service users and staff. Weekly health and safety checks are carried out.

Relatives, Friends and Representatives

- Residents are given every possible help to maintain the links they wish to retain with their families and friends outside the home, but can choose whom they see and when and where
- If a resident wishes, their friends and relatives are welcome to visit at any time convenient to the resident and to become involved in daily routines and activities
- Visitors are welcome to the home at any time as long as the person they are visiting have consented to their visit and any guest that wish to stay overnight will need to make arrangements with the home to ensure that the home would be able to accommodate you
- If a resident wishes to be represented in any dealings with the home by a nominated friend, relative, professional person or advocate, we will respect their wishes and offer all necessary facilities.

Staffing

We are aware that the home's staff will always play a very important role in residents' welfare. To maximise this contribution, we will do the following:

- Employ staff in sufficient numbers and with the relevant mix of skills to meet residents' needs
- We will try to provide staff from ethnic minority groups to meet the needs of the any individuals who may have a cultural and diverse need due to English not being there first spoken language
- Provide at all times an appropriate number of staff with qualifications in health and social care
- Observe recruitment policies and practices which both respect equal opportunities and protect residents' safety and welfare
- Ensure all newly recruited staff are fully vetted and DBS checked prior to taking up employment
- Offer our staff a range of training which is relevant to their induction, foundation experience and further personal development.

The Underpinning Elements

A series of themes both cut across and underpin the aims we have relating to the rights of residents and quality care.

Focus on Service Users

We want everything we do in the home to be driven by the needs, abilities and aspirations of our residents, not by what staff, management or any other group would desire. We recognise how easily this focus can slip and we will remain vigilant to ensure that the facilities, resources, policies, activities and services of the home remain resident-led.

Fitness for Purpose

We are committed to achieving our stated aims and objectives and we welcome the scrutiny of our service users and their representatives.

Comprehensiveness

We aim to provide a total range of care in collaboration with all appropriate agencies, to meet the overall personal and health care needs and preferences of our residents.

Meeting assessed need

The care we provide is based on the thorough assessment of needs and the systematic and continuous planning of care for each resident.

Quality Services

We are aiming for a progressive improvement in the standards of training at all levels of our staff and management.

Management and Administration

We know that the leadership of the home is critical to all its operations. To provide leadership of the quality required, we will do the following:

- Always engage as registered manager a person who is qualified, competent and experienced for the task
- Aim for a management approach which creates an open, positive and inclusive atmosphere
- Install and operate effective quality assurance and quality monitoring systems
- Work to accounting and financial procedures that safeguard residents' interests
- Offer residents appropriate assistance in the management of their personal finances
- Supervise all staff and voluntary workers regularly and carefully
- Keep up-to-date and accurate records on all aspects of the home and its residents
- Ensure that the health, safety and welfare of residents and staff are promoted and protected.

The Management's Qualifications and Experience

The relevant qualifications and experience of Mr V.R. Loganathan (registered provider) are as follows:

(RMNH) – has over 35 years' experience of working within social care and the field of learning disability and mental health in both the NHS and the Private sector.

DMS (Dipolma in Management Studies).

The relevant qualifications and experience of Mrs. Letchmi Loganathan (registered manager) are as follows:

(RMA) – has over 30 years' experience working within social care and the field of learning disability and mental health in the NHS, Voluntary and Private sector.

The Home's Staff

The home's total staff establishment will have duties involving direct care for service users. The home will have appropriate numbers of staff to assist with the daily care of the service users and the appropriate 1:1 staff if needed. The relevant qualifications and experience of the care staff will be as follows:

- NVQ level 2 or 3 Health and Social Care.
- QCF level 2 or 3 in Health and Social Care

- QCF level 2 or 3 in Learning Disabilities
- Specialist training- Medication, Autism, Epilepsy, Diabetes and Person Centred Care.
- First Aid at work
- All staff will have a CDP (continuous development plan) which will be reviewed regularly at supervisions and appraisals to ensure that they achieve the necessary qualifications and skills to enable them to provide excellent customer care.
- All staff will have/gain the necessary skills and qualifications to enable them to do their work.

The Organisational Structure of the Home

The home operates the following organisational structure:

Senior Management/Provider – Mr.Vyramuthu Loganathan

Registered Manager – Mrs. Letchmi Loganathan

Director of Finance – Mr. Sathian Loganathan

Director of Human Resources – Mrs. Asha Myuran

The home will have the following staff team:

1 Registered Manager

1 Deputy Manager

2 Project Workers per shift (additional staff will be allocated if needed according to the needs of the individual)

1 Project Worker per night shift (awake night staff) and / or sleep-in staff if necessary.

- All staff will have an annual appraisal.
- All staff will have on-going support and supervision.
- All staff will have continuous training and developmental needs identified and will be sent for refresher courses and any identified specialist courses required.

Concerns, Complaints and Protection

Despite everything that we do to provide a secure environment, we know that residents may become dissatisfied from time to time and may even suffer abuse inside or outside the home and the resident or their relative may wish to raise a concern or make a formal complaint. We want Residents and their relatives to know that they should always feel free to raise their concerns to tackle such problems we will do the following:

- Provide and when necessary, operate a simple, clear and accessible complaints procedure
- Take all necessary action to protect residents' legal rights
- Ensure that all our service users are aware of advocacy services and have access to an advocate to help and assist them when needed
- Make all possible efforts to protect residents from every sort of abuse and from the various possible abusers.

It is hoped that a discussion with the Manager / Deputy Manager will resolve the issue. We may however need to carry out an investigation; if this is the case then we will contact the necessary parties again within 28 days with the result of our investigation and what action we intend to take.

In the first instance we would advise the Home Manager or Deputy Manager is contacted. If a concern is not resolved by the Management team, then it is recommended that the Proprietors be contacted. If a satisfactory outcome is not achieved, the individual(s) lodging the complaint are invited to contact the relevant local placing authority. Should the complainant remain unsatisfied with the response from the home / organisation they are invited to contact the Care Quality Commission and the complaints Ombudsman at the following address;

YOUR ORDER OF COMPLAINT SHOULD BE ADDRESSED IN THE FOLLOWING ORDER AS LISTED BELOW:

1. Letchmi Loganathan

Manager

Satash Community Care Project Limited

51 Mollands Lane

South Ockendon

Essex

RM15 6DJ

Tele: 01708 - 851189 or (07957869620) mobile

Email: letchmi@satashcommunitycare.com

contact@satashcommunitycare.com

2. Mr. V. Loganathan

Director of Operations

Satash Community Care Project Limited

51 Mollands Lane

South Ockendon

Essex

RM15 6DJ

Tele: 01708-851189 or (07956377298) mobile

Email: logan@satashcommunitycare.com

contact@satashcommunitycare.com

3. The local placing authority who placed you at Satash Community Care

4. Care Quality Commission (CQC)

National Correspondence

Citygate

Gallowgate

Newcastle Upon Tyne

NE1 4WH

Tele: 03000 616161 or 01223 771 300

Fax: 03000 616171

Email: enquiries.eastern@cqc.org.uk or enquiries@cqc.org.uk

5. The Local Government Ombudsman
PO Box 4771
Coventry CV4 0EH
Tele: 0300 061 0614.
Fax: 024 7682 0001

Review of this Document

We keep this document under regular review and would welcome comments from service users and others.

Signed: _____

Date: _____

Review Date: _____

Last updated on 15/04/2014