

# **Statement of purpose**

Health and Social Care Act 2008

## **Part 1**

### **The provider's name, legal status, address and other contact details**

Including address for service of notices and other documents

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

## Statement of purpose, Part 1

Health and Social Care Act 2008, Regulation 12, schedule 3

The provider's business contact details, including address for service of notices and other documents, in accordance with Sections 93 and 94 of the Health and Social Care Act 2008

1. Provider's name and legal status						
Full name <sup>1</sup>	APTINE CARE SERVICES LTD					
CQC provider ID	1-149705828 33					
Legal status <sup>1</sup>	Individual	<input type="checkbox"/>	Partnership	<input type="checkbox"/>	Organisation	<input checked="" type="checkbox"/>

2. Provider's address, including for service of notices and other documents	
Business address <sup>2</sup>	Office G19, Venture House, 2 Arlington Square Downshire Way
Town/city	Bracknell
County	
Post code	RG12 1WA
Business telephone	01344 202 520
Electronic mail (email) <sup>3</sup>	contact@aptine.co.uk

By submitting this statement of purpose you are confirming your willingness for CQC to use the **email address** supplied at Section 2 above for service of documents and for sending all other correspondence to you. Email ensures fast and efficient delivery of important information. If you do not want to receive documents by email please check or tick the box below. We will not share this email address with anyone else.

We wish to receive notices and other documents from CQC by email	<input type="checkbox"/>
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<sup>1</sup> Where the provider is a partnership please fill in the partnership's name at 'Full name' in Section 1 above. Where the partnership does not have a name, please fill in the names of all the partners at Section 3 below

<sup>2</sup> Where you do not agree to service of notices and other documents by email they will be sent by post to the business address shown in Section 2. This includes draft and final inspection reports. This postal business address will be included on the CQC website.

<sup>3</sup> Where you agree to service of notices and other documents by email your copies will be sent to the email address shown in Section 2. This includes draft and final inspection reports.

*Please note:* CQC can deem notices sent to the email or postal address for service you supply in your statement of purpose as having been served as described in Sections 93 and 94 of the Health and Social Care Act 2008. The address supplied must therefore be accurate, up to date, and able to ensure prompt delivery of these important documents.

<b>3. The full names of all the partners in a partnership</b>	
<b>Names:</b>	N/a

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## Part 2

### Aims and objectives

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

**Aims and objectives**

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

Aptine Care Services Ltd aims to deliver reliable and consistent quality personal care services for people over the age of 18 years in their own homes. We aim to provide our services to people with:

- Learning difficulties or autistic disorder
- Dementia
- Sensory Impairments
- Physical Disabilities
- Mental Health

Aptine Care Services Ltd aims to ensure that people we care for are meeting relevant activities of daily living. Aptine Care Services Ltd provides personal care as a regulated activity and the location is in people's own homes, which is a familiar environment. We are committed and passionate about ensuring people receive the highest standard of person-centred personal care, thereby enhancing their quality of life in a familiar environment. Aptine Care Services Ltd aims to provide care that is safe, and to provide excellent and ethical management that is trustworthy, respectful, private, honest, and reliable. Aptine Care Services Ltd values feedback from all stakeholders and respond promptly to learn and improve services.

Our objective is to achieve this by:

- Providing a flexible service that has strong attention to detail.
- Providing a service free of discrimination, and care delivered in an unbiased way.
- Ensuring Staff recruitment follows the set recruitment policy. At the centre of the recruitment policy, is a meticulous recruitment process where DBS, adequate references, appropriate care training and mandatory training are completed at the highest quality.
- Matching carers as closely as possible to the needs and requirements of the service users based on initial assessments and care plans.
- Promoting independence and quality of life top service users by ensuring a professional, consistent, and reliable service.
- Ensuring all clients and their family receive information about making complaints and compliments clearly in the information packs.
- Undertaking regular audits and risk assessments to ensure the service is running safely.
- Ensuring learning from incidents and near misses is shared on an ongoing basis.

### **The Nature of the Services that the agency provides.**

Aptine Care Services Ltd offers 24 hour live-in and visiting domiciliary care services for service users/clients over the age of 18 years in their own homes. The care delivered includes companionship, housekeeping, cooking, gardening, assistance with personal care and fulfilling the relevant activities of daily living, convalescence, and respite.

This list is by no means exhaustive and will be based on personalised and agreed care plans and care requirements. The fees for charged by Aptine Care are on leaflets.

Aptine Care Services Ltd offers other non-regulated activities in the community which includes driving, Personal assistants, shopping, taking out to activities, and forming partnerships with other organisations to deliver quality care.

### **Aptine Care Services Ltd Core Values**

The core values Aptine Care Services Ltd staff will work by are compassion, honesty, ownership, inclusiveness, and integrity. All staff are expected and required to work to these core values. Aptine Care Services Ltd will lead in providing high standard quality care to service users in their own environment. Aptine Care Services Ltd provides holistic care that maximises service users' potential emotionally, physically, socially, and spiritually. The registered manager has worked and lead teams in different environments across a variety of organisations. This experience has shown the importance of building an organisation and teams, that are remunerated fairly and that value the companies' values and mission. Aptine Care Services Ltd care will grow its staff to lead from the front in representing the company's ethos of providing a higher standard of quality care.

### **Assessment**

An assessment of the client's needs will be carried out and a carer will be introduced to the client based on their individual requirements. The carers skills will have been specifically matched with client's wishes.

### **Quality**

Our model of care will comply with current regulations, recognising national policy and will provide best practice through evidence- based guidance. Upholding equality and diversity to ensure no one is discriminated or segregated, we will focus on national guidance that emphasis:

- Right support: Model of care and setting maximises people's choice, control, and independence
- Right care: Care is person-centred and promotes people's dignity, privacy, and human rights
- Right culture: Ethos, values, attitudes and behaviours of leaders and care staff ensure people using services lead confident, inclusive, and empowered lives.

### **Places where the service is provided**

We will serve Berkshire and Surrey communities.

### **Qualifications**

Freda Takavarasha, Managing Director of Aptine Care Services Ltd, has worked for 20 years in different areas that this work encompasses, including both inpatient and community care, and thus vast experiencing in the delivery and managing delivery of health and social care needs.

### **Complaints and Compliments**

Aptine Care takes all feedback seriously and aims to put all things correct that have gone wrong in agreed timescales. The purpose of Aptine Care's complaints policy is to ensure that there is an effective system in place to manage complaints, suggestions, and compliments. Aptine Care t/a Aptine Care Services Ltd, listens to people's concerns and concerns and responds to them to improve the quality care we deliver. Our systems, processes and practices will keep people safe and safeguard them from abuse by allowing a clear reporting system for any feedback both negative and positive. The responsible person for complaints is Freda Takavarasha, the Managing Director. If a complainant feels a complaint is not resolved, escalation to the Care Quality Commission or the Complaints Ombudsman is advised, and they will be provided with this information.



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## Part 3

Location(s), and □ the people who use the service there □ their service type(s) □ their regulated activity(ies)

Fill in a separate part 3 for each location

The information below is for location no.:	1	of a total of:	1	locations
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<b>Name of location</b>	Aptine Main Office
<b>Address</b>	Office G19 Venture House 2 Arlington Square Downshire Way
<b>Postcode</b>	RG12 1WA
<b>Telephone</b>	01344 202520
<b>Email</b>	contact@aptine.co.uk

<b>Description of the location</b> (The premises and the area around them, access, adaptations, equipment, facilities, suitability for relevant special needs, staffing & qualifications etc)	
This is the main office that Aptine Care Services Ltd will be working from and managing the regulated activity personal care.	
<b>No of approved places / overnight beds (not NHS)</b>	0

<b>CQC service user bands</b> The people that will use this location ('The whole population' means everyone).			
Adults aged 18-65	<input checked="" type="checkbox"/>	Adults aged 65+	<input checked="" type="checkbox"/>
Mental health	<input checked="" type="checkbox"/>	Sensory impairment	<input checked="" type="checkbox"/>
Physical disability	<input checked="" type="checkbox"/>	People detained under the Mental Health Act	<input type="checkbox"/>
Dementia	<input checked="" type="checkbox"/>	People who misuse drugs or alcohol	<input type="checkbox"/>

People with an eating disorder	<input type="checkbox"/>	Learning difficulties or autistic disorder	<input checked="" type="checkbox"/>
Children aged 0 – 3 years	<input type="checkbox"/>	Children aged 4-12	<input type="checkbox"/>
		Children aged 13-18	<input type="checkbox"/>
The whole population	<input type="checkbox"/>	Other (please specify below)	<input type="checkbox"/>

<b>The CQC service type(s) provided at this location</b>	
Acute services (ACS)	<input type="checkbox"/>
Prison healthcare services (PHS)	<input type="checkbox"/>
Hospital services for people with mental health needs, learning disabilities, and problems with substance misuse (MLS)	<input type="checkbox"/>
Hospice services (HPS)	<input type="checkbox"/>
Rehabilitation services (RHS)	<input type="checkbox"/>
Long-term conditions services (LTC)	<input type="checkbox"/>
Residential substance misuse treatment and/or rehabilitation service (RSM)	<input type="checkbox"/>
Hyperbaric chamber (HBC)	<input type="checkbox"/>
Community healthcare service (CHC)	<input type="checkbox"/>
Community-based services for people with mental health needs (MHC)	<input type="checkbox"/>
Community-based services for people with a learning disability (LDC)	<input type="checkbox"/>
Community-based services for people who misuse substances (SMC)	<input type="checkbox"/>
Urgent care services (UCS)	<input type="checkbox"/>
Doctors consultation service (DCS)	<input type="checkbox"/>
Doctors treatment service (DTS)	<input type="checkbox"/>

Mobile doctor service (MBS)	<input type="checkbox"/>
Dental service (DEN)	<input type="checkbox"/>
Diagnostic and or screening service (DSS)	<input type="checkbox"/>
Care home service without nursing (CHS)	<input type="checkbox"/>
Care home service with nursing (CHN)	<input type="checkbox"/>
Specialist college service (SPC)	<input type="checkbox"/>
Domiciliary care service (DCC)	<input checked="" type="checkbox"/>
Supported living service (SLS)	<input type="checkbox"/>
Shared Lives (SHL)	<input type="checkbox"/>
Extra Care housing services (EXC)	<input type="checkbox"/>
Ambulance service (AMB)	<input type="checkbox"/>
Remote clinical advice service (RCA)	<input type="checkbox"/>
Blood and Transplant service (BTS)	<input type="checkbox"/>

<b>Regulated activity(ies) carried on at this location</b>	
Personal care	<input checked="" type="checkbox"/>
Registered Manager(s) for this regulated activity: Freda Takavarasha	
Accommodation for persons who require nursing or personal care	<input type="checkbox"/>
Registered Manager(s) for this regulated activity:	
Accommodation for persons who require treatment for substance abuse	<input type="checkbox"/>
Registered Manager(s) for this regulated activity:	
Accommodation and nursing or personal care in the further education sector	<input type="checkbox"/>
Registered Manager(s) for this regulated activity:	
Treatment of disease, disorder or injury	<input type="checkbox"/>
Registered Manager(s) for this regulated activity:	

Assessment or medical treatment for persons detained under the Mental Health Act	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Surgical procedures	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Diagnostic and screening procedures	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Management of supply of blood and blood derived products etc	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Transport services, triage and medical advice provided remotely	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Maternity and midwifery services	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Termination of pregnancies	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Services in slimming clinics	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Nursing care	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Family planning service	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		

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## **Part 4**

### **Registered manager details**

Including address for service of notices and other documents

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

The information below is for manager number:	1	of a total of:	1	Managers working for the provider shown in part 1
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<b>1. Manager's full name</b>	<b>Freda Takavarasha</b>
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<b>2. Manager's contact details</b>	
<b>Business address</b>	Office G19 Venture House 2 Arlington Square Downshire Way
<b>Town/city</b>	Bracknell
<b>County</b>	
<b>Post code</b>	RG12 1WA
<b>Business telephone</b>	01344 202 520
<b>Manager's email address<sup>1</sup></b>	
contact@aptine.co.uk	

<sup>1</sup> Where the manager has agreed to service of notices and other documents by email they will be sent to this email address. This includes draft and final inspection reports on all locations where they manage regulated activities.

Where the manager does not agree to service of notices and other documents by email they will be sent by post to the provider postal business address shown in Part 1 of the statement of purpose. This includes draft and final inspection reports on all locations.

*Please note:* CQC can deem notices sent to manager(s) at the relevant email or postal address for service in this statement of purpose as having been served, as described in Sections 93 and 94 of the Health and Social Care Act 2008. The address supplied must therefore be accurate, up to date, and able to ensure prompt delivery of these important documents to registered managers.

<b>3. Locations managed by the registered manager at 1 above</b> (Please see part 3 of this statement of purpose for full details of the location(s))	
<b>Name(s) of location(s) (list)</b>	<b>Percentage of time spent at this location</b>
Aptine Main Office	100%

<b>4. Regulated activity(ies) managed by this manager</b>		
Personal care	<input checked="" type="checkbox"/>	
Accommodation for persons who require nursing or personal care	<input type="checkbox"/>	
Accommodation for persons who require treatment for substance abuse	<input type="checkbox"/>	
Accommodation and nursing or personal care in the further education sector	<input type="checkbox"/>	
Treatment of disease, disorder or injury	<input type="checkbox"/>	
Assessment or medical treatment for persons detained under the Mental Health Act	<input type="checkbox"/>	
Surgical procedures	<input type="checkbox"/>	
Diagnostic and screening procedures	<input type="checkbox"/>	
Management of supply of blood and blood derived products etc	<input type="checkbox"/>	
Transport services, triage and medical advice provided remotely	<input type="checkbox"/>	
Maternity and midwifery services	<input type="checkbox"/>	
Termination of pregnancies	<input type="checkbox"/>	
Services in slimming clinics	<input type="checkbox"/>	
Nursing care	<input type="checkbox"/>	
Family planning service	<input type="checkbox"/>	



**5. Locations, regulated activities and job shares**

Where this manager does not manage all of the regulated activities ticked / checked at 4 above at all of the locations listed at 3 above, please describe which regulated activities they manage at which locations below.

Please also describe below any job share arrangements that include or affect this manager.

**N/a**