



## STATEMENT OF PURPOSE

The aim of Telopea Managed Services Limited is to manage the service requirements on behalf of the service user or organisation backed by quality, security and safety, resulting in the provision of an embracing workforce that we believe no other organisation can offer.

We achieve this aim by acquiring CQC registered providers as members through accredited membership. This provides Telopea Managed Services Limited with the capability to successfully manage multiple agencies in one location using one care plan for care. We believe that being an excellent business is more than just having a strong reputation in the market place; it is about delivering the service and having the respect within the community. Recognising this, we have established an organisation that seeks to deliver a positive impact in our community.

This objective will include the implementation of a clear care plan using information from the team requesting the care provision with the agreement and input of the Service User or next of kin depending on capacity. Telopea Managed Services will be satisfied that the prospective users have the information required in order to make an informed decision on whether to engage its services.

Smooth transition from discharge and onward liaison with specialist services in the community is a key part of managing the care objective.

**Telopea Managed Services Limited** is committed to supporting a diverse and inclusive workforce regardless of ethnicity, disability, age or religion. We also work closely with our clients to achieve their aims, diversity and equal opportunity objectives and to ensure compliance with current legislation.

**Telopea Managed Services Limited** provides a complete Payroll Support Service for 'Personalisation' for clients supplying their own care workers.

**Telopea Managed Services Limited** assures Service Users of the integrity of the service and confirms that it is run by a fit person within our organisation.

**Telopea Managed Services Limited** confirms that it holds copies of evidence of each member company's processes and procedures, assuring their appointment of suitably qualified care workers.

**Telopea Managed Service Limited** make every effort to promote safety for vulnerable adults. In addition to mandatory training and Identity checks backing up the DBS is the Care Skills Register and where possible the voluntary registration of each care worker used through our member services is appreciated. The CSR is documented with the (AVR).

**Telopea Managed Services Limited** abides by the rules and Code of Practice according to the Data Protection Act.

**Telopea Managed Services Limited** is compliant with requirements of Employment Agencies Act 1973 and its regulations.

**Telopea Managed Services Limited** is committed to supplying good quality care and will not jeopardise the safety of patients.

**Teloopa Managed Services Limited** confirms to Service Users that every precaution is taken to ensure that all Nurses, Support Workers and Health Care Assistants supplied by our member companies are competent and trained to undertake the activities for which they are employed and responsible.

**Teloopa Managed Services Limited** assures Service Users that their complaints will be listened to, taken seriously and acted upon as outlined in our Complaints Procedure and dealt with, if necessary, in accordance with SOVA Policy and Guidelines.

**Teloopa Managed Services Limited** ensures its member companies comply with the current requirement for checking persons unsuitable for working with children or vulnerable adults, as appropriate. TMSL reserve the right to carry out additional checks on a member company's procedures should there be a concern or a complaint by a service user or a member company.

**Teloopa Managed Services Limited** confirms that our members will provide Nurses, Support Workers and Carers with sufficient skills for their individual roles.

**Teloopa Managed Services Limited** staff will keep up to date with training and development requirements and opportunities that are relevant to updating skills.

**Teloopa Managed Services Limited** Service Users must abide by instructions given for medication in the event of self-care administration.

**Teloopa Managed Services Limited** ensures that medication is only delivered by such staff qualified to administer or assist with administration, seek patients consent in all aspects of care and follow a clear process for reporting concerns. Any assistance or advice immediately after medication is administered must be recorded; records should include dosage, time and method.

**Teloopa Managed Services Limited** has a Management structure with clear lines of accountability

**Teloopa Managed Services Limited;**

- promotes safe working practices and guidelines.
- Has approved Accounting and Financial procedures
- Has adequate insurance against liability.

**Teloopa Managed Services Limited** has an Environmental Policy which is promoted through all our member companies, implementing correct disposal of waste and including methods towards efficient energy use, small steps in the scheme of things but positive steps towards reducing our burden on the environment.