



# MY3 Limited CQC Statement of Purpose

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## The Statement of purpose

This Statement of Purpose is designed to share our aims, objectives, ethos and purpose with Commissioners and other professionals.

Existing and future young people and adults supported by us are issued with an abridged version of the Statement of Purpose, formally called a young person's/adults Guide.

### People can be confident that we will:

- Be adaptable, professional, resilient, and reliable always.
- Communicate clearly in the young person's/adults preferred language or mode of communication, so we know and understand their wishes and needs.
- Be patient and honest.
- Always take pleasure in providing support in collaboration with the young person/adult.
- Maintain the dignity of the young person/adult and ensure they feel safe in their own homes.
- Make it possible for young people and adults to enjoy their community to the full.
- Always aim to contribute to significant improvements to the well-being of young person/adult.
- Always show the greatest respect and view it as our privilege to give our help in any way possible.

## About My3 Limited

My3 Limited has an expanding portfolio of services, purposefully and continually developed to ensure that all aspects of young people's/adults' need are met, within the scope of our specialisms and the geographical locations we supply support to, can be met in a timely, comprehensive, and legitimate manner.

## Location registered with CQC

### The My3 Domiciliary Service (CQC Registered location) is:



Foundry House, Widnes Business Park,  
Waterside Lane, Widnes, WA8 8GT  
**Email:** Kirsty@my3ltd.co.uk (Kirsty Lucas)  
**Telephone:** 07946065530

### Legal status

**My3 Limited** is a Limited Company ~ with the Company Registration # **09958602**

Service provider CQC ID number:	ID 1-6919759850
Registered manager CQC ID number:	Kirsty Lucas CON1-20294231949

## People to who our service is provided.

### Type of service

Homecare agencies

### Specialisms/services

We can provide care and support and are licensed to offer the following: **Personal Care**

Services for 0 – 18 years

Services for 18 – 65 years

Domiciliary services in a person's own home, means that we can provide **personal care and support** to anyone listed within the **Service User Specialisms**, within any setting considered to be **'their own home'**. Accommodation being used as part of a plan for transition, usually clients aged 16-18years old, will be subject to a licence agreement.

### **When and where our service is provided**

Our Service is provided to clients who have needs that fall under the CQC category of **'Personal Care'**. **The design of service is determined by personal preference, needs and agreed support levels required.** Care / Support can be provided on an hourly (or part hour), sleep-in, awake night or live-in basis.

### **Office opening hours**

Our branch office opening is 9am to 5pm Monday – Friday.

### **On-Call / Emergency contact**

We provide an 'Out of Hours' emergency on call facility for clients. This service is covered by Managers on a rolling rota basis. Full details of who to contact during Office hours, evenings, and weekends, are provided each calendar month in advance.

### **Regulated activities / services provided by My3 Limited**

Personal Care

Services for 0 – 18 years

Services for 18 – 65 years

**My3 Limited staff are not qualified nurses and support from My3 Limited staff therefore does NOT include:**

- prescribing of medications,
- administration of drugs by injection,
- application of dressings,
- catheter care (other than emptying catheter bags),
- supervision or provision of specialist medical treatment,
- cutting toenails.

My3 Limited support workers will work alongside Health Care Professionals in the community to ensure that the above needs are met.

### **The support workers**

My3 Limited staff are a skilled, competent, and experienced team. This is supported via an initial robust onboarding and induction programme which offers a consistent base for ongoing development.

The development of skills and experience within our staff teams is facilitated through continued professional development and acquiring the relevant skills and qualifications to support our service users.

We offer a number of modalities for engagement of training such as face to face training delivered by experienced, qualified professionals, accredited and approved online training programme Tes Institute, and engagement in qualification courses.

To ensure our staff teams competencies to offer effective care, engagement within training is frequently reviewed by senior staff and management.

## **Our aims and objectives**

The aim of My3 Limited is to provide a high-quality support service which delivers tenancy support and associated domestic services, along with any assistance for any personal care that is required to help young people in their transition between looked after services in our Ofsted Registered Children's Homes or where they are referred in from other services external to ours. This will be achieved by promoting high standards, using best practice and quality monitoring our service provision within the supported living environment. We believe that young people's/adults rights are paramount and as such we actively solicit views and beliefs and respect each person as an individual.

We are committed to understanding the changing needs of our young people/adults and our business will evolve in accordance with their requirements.

## **Our principles**

- 1.** We aim to provide personal care and support in ways that attain positive outcomes for young people/adults and promote their active participation.
- 2.** 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 will encourage and welcome feedback from our young people/adults. As well, as families and wider professionals.
- 3.** To work for the comprehensive welfare of our young people/adults. We aim to provide a package of support that contributes to their overall personal and healthcare needs and preferences. We will co-operate with other services and professionals to help to maximise young people's/adults' independence and to ensure as fully as possible their maximum participation in the community.
- 4.** To meet assessed needs. Before we provide services, we ensure that a potential young person's/adult needs and preferences are thoroughly assessed, by one of our trained and experienced staff, in partnership with the commissioning agencies. We aim to ensure that the support provided is appropriately reviewed and adapted to meet the ongoing needs of our service users.
- 5.** To provide quality services. We are whole-heartedly committed to providing high quality services and to continuously improve the support offered.
- 6.** To employ a quality workforce. Standards for our managers and staff are based on the national occupational standards for support services for young people/adults.

## Young People's/Adults rights

The aim of good quality support service must always be to promote a way of life for young people/adults that ensure they enjoy their lives to the greatest possible extent, their rights as individual human beings. Human rights are inherent to all human beings, regardless of race, sex, nationality, ethnicity, language, religion or any other status, Human rights include the right to life and liberty, freedom from slavery and torture, freedom of opinion and expression, the right to work and education, and many more. MY3 Limited understand the importance of ensuring that young people's/adults human rights are central to the care and support we provide.

## Privacy

An individual's right to privacy involves being free from intrusion or unwelcome attention. We aim to maximise each young person's/adults privacy in the following ways:

1. Support Workers will enter a young persons/adults property and rooms within the property only with express consent. If there is a safety/safeguarding concern for the young person/adult, staff will always give prior warning to them before entering their space in line with their individual plans.
2. Young people/adults have the right not to have to interact with or be interrupted by a support worker when, for example, they are entertaining a visitor or are engaged in an intimate activity such as showering, where they do not require the assistance of a support worker.
3. We respect the fact that each young persons/adults possessions are private and always act in accordance with the principle that support workers are guests in their home.
4. Support workers will respect the young person's/adults right to make telephone calls and carry out conversations without being overheard or observed.
5. We will ensure that records of the young people/adults are only seen by those with a legitimate need to know the information they contain, always seeking consent from the individual prior to any information sharing.

## Dignity

The right to dignity involves recognising the intrinsic value of people as individuals and the specific nature of each person's particular needs. We aim to maximise each person's dignity in the following ways:

1. We arrange for young people/adults who require assistance with bodily tasks such as dressing, bathing, and toileting to be helped as far as possible by the support worker of their own choice and, if desired, a worker of a sex of their choice.
2. Where required young people/adults will receive the necessary assistance with dressing, maintaining their clothes and personal appearance.
3. We treat individuals with the respect which reinforces personhood and individual characteristics, addressing them and introducing them to others in their preferred style, responding to specific cultural demands and requirements, and aiming to maintain relationships which are warm and trusting but appropriate to the relationship of a support worker and young person/adult

## Independence

Independence means having opportunities to think, plan, act and take sensibly calculated risks without continual reference to others. We aim to maximise each young person/adult independence in the following ways:

1. We help individuals to manage for themselves where possible rather than becoming dependent on paid support.
2. We encourage individuals to take as much responsibility as possible for their own healthcare and medication.
3. We involve individuals fully in planning their support, devising, and implementing their support plans and managing records of support
4. We work with family carers, relatives, and friends of individuals to provide as continuous a service as is feasible.
5. We aim to create a climate in the delivery of support and foster attitudes in those around individuals that focus on capabilities and capacity rather than on disabilities.

## Security

In providing services to people with disabilities, there is a balance to be struck between helping them to experience as much independence as possible and making sure that they are not exposed to unnecessary hazards. Taking care for the security and safety of individuals therefore means creating an environment and support structure that offers sensible protection from danger and comfort and readily available assistance when required. This should not be interpreted as a demand for a totally safe or risk-free lifestyle; therapeutic risk taking is a necessary part of development and progression. We respond to individuals needs for security in the following ways:

1. We will aim to make sure that help is tactfully at hand when an individual needs or wishes to engage in any activity that places them in situations of substantial risk.
2. We will help to create a physical environment that is free from unnecessary sources of danger to the individual or their property.
3. We will always carry out thorough risk assessments in relation to premises, equipment and the activities of the individual being supported.
4. Support workers will advise individuals about situations or activities in which their disability is likely to put them or their property at risk.
5. Support workers are well selected, trained and briefed to provide services responsibly, professionally and with compassion.

## Civil rights

We aim to help our young people/adults to continue to enjoy their civil rights in the following ways:

1. If adults wish to participate in elections, we can assist them in accessing the necessary information and either provide or obtain any assistance that they need to vote.
2. We will help young people/adults to make full use of as wide a range as possible of public services.
3. We will encourage young people/adults to make full use of health services in all ways appropriate to their medical, nursing, and therapeutic needs.
4. We will provide easy access for young people/adults and their friends, relatives, and representatives to complain about or give feedback on our services.

5. We will support young people/adults in their participating as fully and diversely as they wish in the activities of their communities through voluntary work, religious observance, involvement in associations and charitable giving.

## **Choice**

Choice consists of the opportunity to select independently from a range of options. We will respond to each individual's right of choice in the following ways:

1. We will avoid a pattern of service delivery that leads to compulsory timings for activities like getting up and going to bed.
2. We will manage and schedule services to respond to each individual's preference in regard to the supply of support workers with whom they feel most comfortable.
3. We will cultivate an ethos of service delivery which supports equality and diversity.
4. We will encourage individuals to exercise informed choice in their selection of the organisation who provide them with assistance.

## **Fulfilment**

Fulfilment has been defined as the opportunity to realise personal aspirations and abilities. It recognises and responds to levels of human satisfaction separate from the physical and material, but it is difficult to generalise about fulfilment since it deals with precisely those areas of lifestyle where individuals differ from each other. We respond to each individual's right to fulfilment in the following ways:

1. We will help individuals to participate in as broad a range of social and cultural activities as possible.
2. If requested, we will assist individuals to participate in practices associated with religious, spiritual and cultural beliefs, and to celebrate meaningful anniversaries and festivals.
3. We will do everything possible to help individuals who want to achieve an unfulfilled task, wish, or ambition, do so.

## **The nominated individual and Registered Manager**

The person holding the Nominated Individual is Shelly Daly

The person holding the role of Registered Manager with the Care Quality Commission for My3 Limited at the Foundry House location is Kirsty Lucas.

## **Responsibilities of the nominated individual include:**

Overall operational, financial, strategic, and legal management of the company and to provide support for the Registered Manager. Shelly will also attend Governance Meetings quarterly and will report findings to the Board of Directors.

## **Responsibilities of the Registered Manager include:**

- Compliance of current and proposed legislation

- The role of Quality Assurance Manager
- Undertaking individual assessments
- Undertaking support worker selection
- Allocation of support worker to the individual
- Induction training of new support workers
- Supervision and monitoring of support worker wellbeing
- Supervision and monitoring of support workers competence
- Safeguarding young people/adults and handling any allegations of abuse

**Kirsty is an operational manager and works the equivalent of full-time hours via a mix of in office, in field and on call support as outlined in the on-call rota**

Kirsty is currently working toward a Level 5 Children Young People and Families Manager, is a qualified Cognitive Behavioural Psychotherapist, with a Master of Science Degree in Applied Psychology & Common Mental Health Therapies, as well as a Bachelor of Science Degree in Psychology. Kirsty has over ten years' experience working across health care settings, including residential, hospital settings and CAMHS, including management experience of tier 4 services. Kirsty is passionate about the importance of delivering therapeutically led care, care which is underpinned by therapeutic approaches, delivered by a trained and skilled staff team who are motivated to support our service users. Kirsty's experience enables the facilitation of continuous learning and adaptation through training, reflective supervision, and reflective practise.

#### **Skills:**

- Qualifications in Psychology and Therapies.
- ASD, LD, and Mental Health Experience
- Behaviour support planning
- Focused on consistency, quality and person centred care.

#### **Responding to changing Commissioner Requirements**

The procurement of services is a welcome opportunity to explore needs and service delivery.

#### **Advantages of domiciliary support as a transitional model**

The advantage of the domiciliary model of support as a transitional model, is the way support can be delivered e.g., offering continuity of service delivery for young people transitioning to adulthood with the aim of achieving set goals and a higher level of self-sufficiency. For young people with disability, it is likely that support may be required beyond reaching the age of 18 - our registration means we can continue to support in their own tenancy or under a licence agreement with the model and level of support determined by wishes and needs.

## Continually monitoring compliance

Self-assessment and engagement of external auditors, helps to keep a clear focus on compliance with regulations and quality assurance.

## Support under Licence Agreement

Where a client does not hold a Tenancy, accommodation can be provided under the terms of a Licence Agreement. All such services are therapeutically led and underpinned by a PBS approach. The following properties offer support within this framework.

**Mount Street** is a single occupancy accommodation, providing the highest quality solo, bespoke placement for young people from the age of 16+ who are experiencing a range of complex and challenging issues. This provision is in Widnes. The provision is staffed at the levels required. We have a wealth of experience of working through complex, dynamic and ever-changing circumstances. This specialist placement is always flexible and robust to suit the needs of young people/adults. We offer floating support around the clock so young people/adults can be supported from as little as 1 hour per day up to 24 hours per day. The staff support young people to be ready for smooth transition into independent living.



**Saxon Terrace** is a single occupancy accommodation, providing the highest quality solo, bespoke placements for young people from the age of 16+ who are experiencing a range of complex and challenging issues. The provision is staffed at the levels required. We have a wealth of experience of working through complex, dynamic, and ever-changing circumstances. This placement is always flexible and robust to suit the needs of young people. The staff support young people to be ready for smooth transition into independent living.



**Holland House** is a dual-occupancy home in Halewood. Newly refurbished, Holland House provides a quality living environment with an open plan kitchen and dining, living area and conservatory which will enable a relaxing quiet space. The provision is staffed at the levels required. We have a wealth of experience of working through complex, dynamic, and ever-changing circumstances. This placement is always flexible and robust to suit the needs of young people. The staff support young people to be ready for smooth transition into independent living.



### My3 Limited complaints procedure

All complaints received, whether written or verbal, will be documented on a complaints form, given a log number and then brought to the attention of the Registered Manager. The Registered Manager in consultation with the Nominated Individual will make a judgement as to whether the complaint is level 1 or 2 according to the nature of the complaint.

**Level 1** complaints of a serious nature that may put a young person/adult, support worker or any other person at risk. Level 1 is also a complaint that may give rise to adverse publicity for our service, the young person/adult or partner agencies. For example:

- Missed episodes of care/support
- Failure to follow 'no entry' procedure
- Allegations of theft
- Allegations of abuse
- Medication maladministration
- Major failure of service delivery (repeated and / or serious failure to follow support plans)

**Level 2** complaints are those of a less serious nature that may involve minor service delivery and support worker issues, local procedural, or other such matters. For example:

- Support worker not wearing correct clothing.
- Failure to follow some minor aspects of the care / support plan correctly

All **Level 1** complaints:

- Will be escalated to the Registered Manager/Nominated Individual within 12 hours of occurrence.
- A copy of the complaints form will be sent to the Registered Manager within 24 hours, who will share this with the Nominated Individual.
- The management of the Level 1 complaint is dealt with by the Registered Manager who will give updates on a regular basis to the team if appropriate.
- Are reviewed on a weekly basis at the Senior Team meeting.

The aim shall be to resolve the complaint to resolution in no more than 28 days (excluding allegations of abuse) unless the complexity of the complaint is such that sufficient investigations have not been undertaken to completion. In any event complainants will be kept informed at each stage of the investigation of likely timeframes

All **Level 2** complaints are dealt with by the Registered Manager or delegated person.

All complaints will be acknowledged within 3 working days and resolved within 28 days. However, where an in-depth investigation is necessary due to the complexity of the complaint a weekly progress report must be sent to all involved. Resolution should be made within 28 days wherever possible.

All actions are carefully recorded on the complaints form, including confirmation that it has been referred to the local authority or CQC where appropriate to do so.

Reviewing the complaints information on a weekly basis will help us to resolve problems, identify trends, look at ways of improving our service delivery and eliminate risk.

**Complaints or compliments should be sent to:**

**CQC Services Manager:** Kirsty Lucas

**Address:** Suite 2, Foundry House, Widnes Business Park,  
Foundry Lane, Widnes, WA8 8UD

**Telephone:** 07946065530 **E-mail:** [Kirsty@my3ltd.co.uk](mailto:Kirsty@my3ltd.co.uk)

**or**

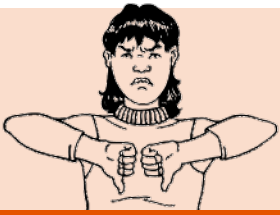
**CQC Nominated Individual:** Shelly Daly

**Address:** Suite 2, Foundry House, Widnes Business Park,  
Foundry Lane, Widnes, WA8 8UD

**Telephone:** 07515347477 **E-mail:** [shelly.daly@my3ltd.co.uk](mailto:shelly.daly@my3ltd.co.uk)

See below for complaints form

Below is an easy read complaints form and this should be shared by anyone reviewing this Statement of Purpose on behalf of a Young Person/ Service User who requires such a format.



# Complaints form

I want to speak out!

## Something made me feel



upset



sad



angry



anything else

## This happened at



Home



Day centre

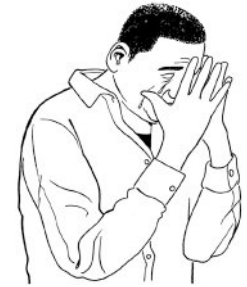


Work



Somewhere else

I was:



Hit



Shouted at



Had no choice



something else



Please write or draw what happened if you want to.  
You can ask someone to help you write what happened



My Name is



Date

If you are unhappy with the outcome of a complaint or the way it is being handled, you can contact the local authority and they will carry out an investigation on your behalf.

The Care Quality Commission do not investigate complaints directly but will collate information on companies that they provide a license to and may instigate a review of the service if a concern is raised.

Care Quality Commission  
National Correspondence  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

Telephone: 03000 616161