

STATEMENT OF PURPOSE

I. Provider's address, including for service of notices and other documents	
Business address	8 Beech Hurst Close
Town/City	Maidstone
County	Kent
Post code	ME15 7PG
Business Telephone	017 0860 6493 / 077 2932 9299
Website	www.soothnhub.co.uk
Email	info@soothnhub.co.uk

Names of Directors:

1. Kwasi Anakwa Ofori-Atta
2. Enamezi Akpodae
3. Michael Brobbey Buadi

II. Aims and Objectives:

Sooth'n Hub Healthcare Ltd is a specialist care provider for young adults to older people, between the age of 18 to 65+ with Mental Health conditions, Learning Disabilities, Autism, ADHD, and other associated complex needs.

Services that we offer:

We offer Supported Living and Respite services and Domiciliary services, which are based on our clients' assessed needs. Sooth'n Hub Healthcare Ltd operates within Kent and London.

Our vision:

To see our service users, develop from strength to strength. We endeavour to support service users to set achievable goals, targets, and encourage them to undertake positive risk taking. We believe that through partnership working with our partners, families, and friends, we can empower our service users to attain independence, make choices and participate in their communities so that they can thrive and enjoy their life to the fullest.

Our Objectives

- To support, empower and enrich the lives of our service users by providing exceptional care and support.
- To provide a service that respects individuals' human rights and dignity, embraces, and promotes peoples' diversities, recognises difference and one that enables service users to enjoy their life to the full.
- To support individuals to maintain and develop their independent skills, set goals and targets, empower them to get involved in the community, connect with their family and friends, and get involved in things that they enjoy doing.
- To embrace the growing technology, research, and innovation to support and improve individual's life opportunities, promote their life-long learning and their autonomy as much as possible.
- To keep our service users safe and promote work practices that are compliant with legislative and regulative requirements.

Our Values

- To be intentionally caring at everything that we do and provide our service users with a therapeutic environment where they can thrive.
- To always have a high positive regard for our service users by ensuring that their rights and dignity is promoted and respected.
- To ensure that our work is underpinned by the 5 principles of Mental Capacity Act
- To safeguard our service users from potential abuse and ensure that we have the right and relevant policies and processes in place to monitor their safety and keep them safe.
- To ensure that we listen to our service users, families and friends and stakeholders, and to use their views and feedback to improve the service that we provide.
- To provide high quality of care by ensuring that our recruitment process is robust in enabling us to get the right staff and to offer continuous training to all our staff.
- To provide individualised and person-centred care to our service users by involving them in their care and support planning.
- To embrace technology, research, and innovation to promote better opportunities for our service users, ensuring that their voice is heard, and where appropriate to involve advocacy services.



SOOTH'N HUB
HEALTHCARE LIMITED

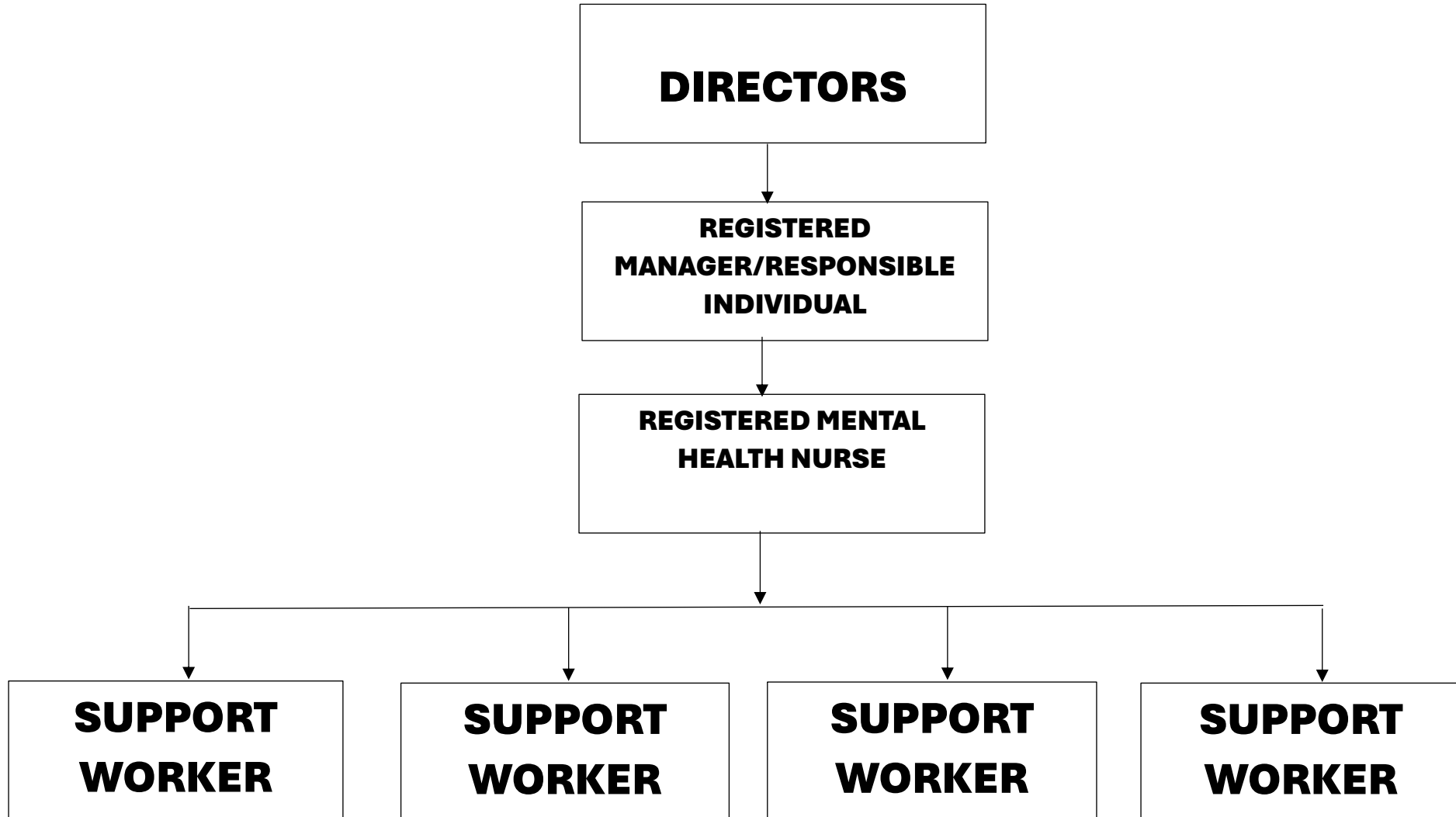
Platicare Provision

01622-764-490 info@soothnhub.co.uk

www.soothnhub.co.uk

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ORGANISATIONAL STRUCTURE



III. Locations, Service user bands and service Types.

The information below is for location no	1	of a total of	1
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Name of Location	Sooth'n Hub Healthcare Ltd – Supported Living Services (SLS)
Location address	123 Hastings Road
Town/City	Bromley
County	London
Post code	BR2 8NH
Business Telephone	017 0860 6493 / 077 2932 9299
Email	info@soothnhub.co.uk

Description of the location	
<p>Sooth'n Hub Healthcare Ltd - SLS is a 4 bedded semi-detached house, which is in a quiet area of Bromley, South London. The location benefits from ample front space and back garden and parking within the premises and a 24-hour CCTV security system. The location is suitable for individuals with mental health, learning disability, respite, and those with autism due to the ample space it benefits from. All rooms are furnished with amenities, and ensuite bathrooms and toilets.</p> <p>The location benefits from proximity to shops, banks, a gas station, a major fast-food chain, and a bus stop.</p> <p><i>(Please refer to the appendix of this document for images of this location)</i></p> <p>All staff are trained in mandatory training and personal behavioural support (PBS) and all other training to enable them to manage the needs of the service users.</p>	
No of approved places	4

CQC service user bands	
The people that will use this location	
Young adults to older people aged 18-65+	√
Learning difficulties or autistic spectrum disorder	√
Mental health	√

The CQC service type(s) provided at this location:

- **Supported Living Service**

Registered Manager(s) for this service:

- **Mr Kwasi Anakwa Ofori-Atta**

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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1. Manager's full name	Mr Kwasi Anakwa Ofori-Atta
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2. Manager's contact details	
Business address	Sooth'n Hub Healthcare Ltd, 8 Beech Hurst Close
Town/City	Maidstone
County	Kent
Post code	ME15 7PG
Business Telephone	017 0860 6493 / 077 2932 9299
Manager's email address	info@soothnhub.co.uk

3. Locations managed by the registered manager at 1 above (Please see part 3 of this statement of purpose for full details of the location)	
Name(s) of location(s)	
Location 1 of 1: Sooth'n Hub Healthcare Ltd – SLS 123 Hastings Road Bromley London BR2 8NH	

Services managed by this manager:

Location 1 of 1	<ul style="list-style-type: none"> Accommodation for persons who require Personal care
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Our Roles and Responsibilities

Promoting your Choices and Aspirations

Choice:

We aim to support our service users to make their own decisions in all aspects of their lives by:

- ❖ Empowering them to exercise their Civil Rights
- ❖ Providing information in an accessible format that informs clearly how to complain or provide feedback on our services.
- ❖ Encouraging our service users to make full use of all services that represents the community they live in and promote integration.
- ❖ Supporting our service users to realise their dreams, aspirations, and abilities in all aspects of their lives by helping them to set outcome-based goals and helping them to achieve them.
- ❖ Supporting and encouraging our service users to take positive risks so their disability does not limit them in maximising their potential.
- ❖ Promoting opportunities for service users to create and maintain relationships in and out of the local community.
- ❖ Promoting and respecting service users cultural, religious, dietary, gender, sexual orientation, political, beliefs and disabilities.

Service Users' Rights and Privacy

Rights:

Sooth'n Hub Healthcare Ltd puts individuals' rights at the forefront and ensures that best practices are promoted to enable individuals express and exercise their rights.

Privacy:

Sooth'n Hub Healthcare Ltd will endeavour to:

- ❖ Guarantee service user privacy and personal space, when using the telephone, opening, and reading post, and communicating with friends, relatives, or advisers.
- ❖ Ensure service users' information is protected and handled with strict confidence by complying with the General Data Protection Regulation (GDPR) and Sooth'n Hub Healthcare Ltd Policies
- ❖ Treat clients with dignity and respect when offering support with personal care.
- ❖ Promote independence by encouraging service users to do things for themselves as much as possible where they could do so.
- ❖ Encourage service users to have access to and contribute to records of their own care and support and keep copies of their care plan securely.

Quality Assurance

Sooth'n Hub Healthcare Ltd will seek to evaluate what we do as a service, identify, and consolidate strengths, address weaknesses, and learn as a service to improve what we offer and deliver to our service users.

Our Quality Assurance Principles:

Leadership - To be visible, proactive, and connected to service outcomes and be able to inspire people to have high aspirations for themselves and others.

Voice - The voice of people using the service, their family, carers, and supporters must be positively welcomed through genuine involvement/co-production in sharing and providing feedback.

Culture - The culture within which care, and support is provided will be positive, open, and respectful with ethos that are proactive, person and relationship centred. Dignity, empathy, and compassion should be evident.

Workforce - The workforce will comprise of considerate, competent, and highly motivated people, whose values, attitudes, and behaviours reflect the primary focus of supporting and empowering people to have the best possible quality of life.

Training - Is integral in an environment where supervision and appraisal is used to help encourage continuous professional development as well as to ensure that objectives are met.

Participative - We want everyone to participate and engage in quality assurance. Staff and service users will have an important role to play in co-production, and their feedback will be valued.

Supportive - We want staff to feel secure in learning from feedback and be able to deliver quality practice. We want feedback to be seen not as a threat but as an opportunity to learn and make a difference. We will celebrate as well as challenge.

Safeguarding

Sooth'n Hub Healthcare Ltd recognises that safeguarding of our service users from abuse or neglect is everybody's business.

We aim to ensure that all our service users at risk of abuse or neglect are enabled to live and work, be cared for, and supported in an environment free from abuse, harassment, violence, or aggression.

We will endeavour to provide services that are not discriminatory based on disability, age, gender, sexual orientation, religion, race, culture etc. Sooth'n Hub Healthcare Ltd will work with service users and others involved in their care to ensure that they receive the support and protection they may require. We will make sure that our safeguarding policies and procedures are in line with the local authority.

Complaints

One of the ways in which Sooth'n Hub Healthcare Ltd will continue to improve its service is by listening and responding to the views of our service users, their families, and stakeholders and by responding positively to complaints and by making changes and learning from our mistakes.

Sooth'n Hub Healthcare Ltd will:

- ❖ Ensure that making a complaint is as easy as possible.
- ❖ Treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response.
- ❖ Deal with complaint promptly, politely, and when appropriate confidentially.
- ❖ Respond with an explanation or an apology where we have got things wrong or information on the action taken.
- ❖ Learn from the complaints, use them to improve our service and review our complaints policy and procedures periodically.

Whistleblowing

As an organisation where the highest standards of integrity and trust are expected by our service users, Sooth'n Hub Healthcare Ltd is committed to maintaining exemplary levels of honesty, openness, and transparency in all its dealings and actions. As such, Sooth'n Hub Healthcare Ltd will treat unprofessional conduct seriously. It is recognised that some staff may find it difficult to raise concerns of malpractice or misconduct.

Sooth'n Hub Healthcare Ltd will provide a means to raise any concerns so that they can be investigated properly, sensitively and in confidence. Sooth'n Hub Healthcare Ltd recognises the need to ensure that staff are protected from receiving or suffering any disadvantage because of raising a concern.

Sooth'n Hub Healthcare Ltd Complaints

Procedure Problem Solving:

- If you are unhappy with our services, you can speak to the manager or complete appropriate form.
- When you have talked things over, and you are not satisfied with the outcome.

You can also make a formal complaint.

Formal Complaint:

- Tell the manager that you want to make a formal complaint.
Or
- Write a letter to the:

**Directors Sooth'n Hub Healthcare Ltd,
Sooth'n Hub Healthcare Ltd,
8 Beech Hurst Close
Maidstone, Kent
ME15 7PG**

- You can also call us on Tel: **017 0860 6493 / 077 2932 9299**
Or
- via our website: **www.soothnhub.co.uk**

You can also contact:

Care Quality Commission,
National Correspondence,
Citygate, Gallowgate,
Newcastle upon Tyne,
NE1 4PA.
Tel: 03000 616161

Compliments:

- You can also let us know about things that are going well or how the service can be improved. It is always good to give positive feedback to staff. You can either follow the formal process or you could simply send a written letter to:

The Manager,
Sooth'n Hub Healthcare Ltd,
8 Beech Hurst Close
Maidstone, Kent
ME15 7PG

- You can also call us on Tel: 017 0860 6493 / 077 2932 9299

Duty of Candour

We will uphold our legal duty to act in an open and transparent way with our service users and their representatives even when things go wrong. We know that despite doing all that we can to provide a good service, things can sometimes go wrong. If this happens, our team will notify the service users and their representatives as soon as possible and provide them with all the facts that we have. We will be empathetic in our approach and provide them with the information and the support they need.

Our Referral Process

- We accept referrals funded through the Local Authority and CCG's. Please contact our offices for further information

Contract of Service

- On receipt of any care service with us we will provide you with a contract of service which clearly sets out details of the service we aim to provide you, the cost of your service and all the relevant information relating to our services.
- We will assess your needs with you and the relevant parties of your choice – we will provide you the information about your care and how much your package of care will cost.
- To organise an appointment to talk about your package of care, please contact our office and a member of staff will talk you through the process.
- If we are unable to provide you with the service you require, we will signpost you to the relevant parties that could guide and support you.

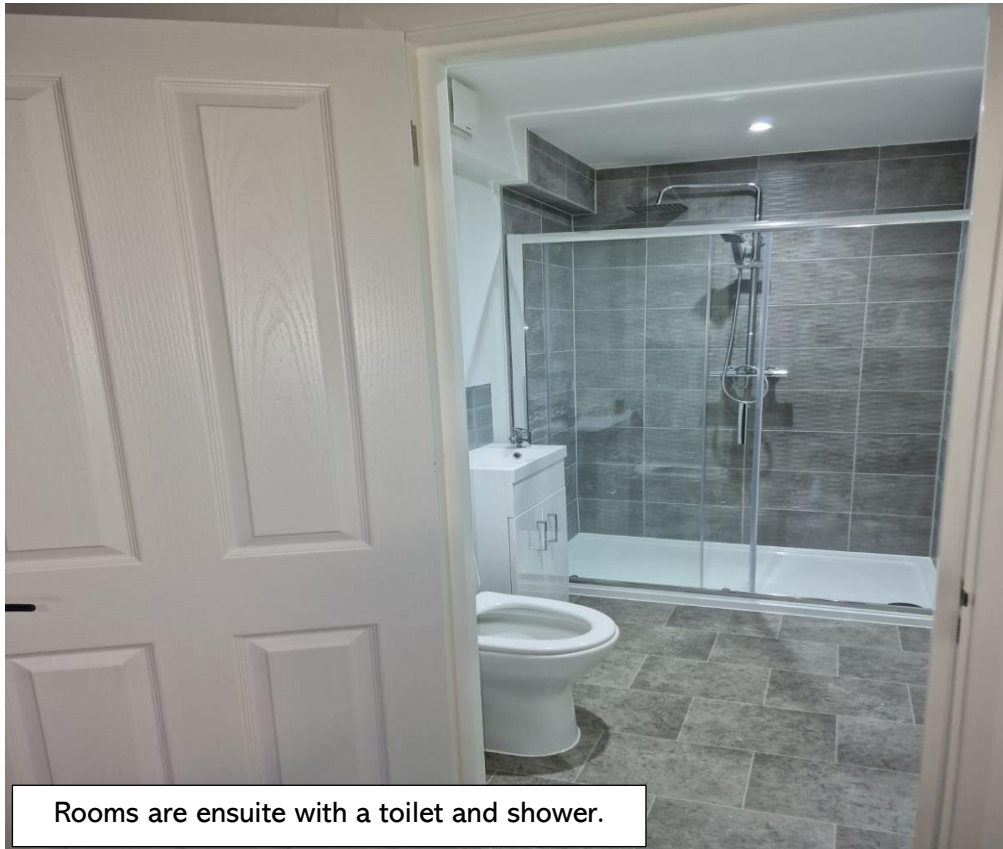


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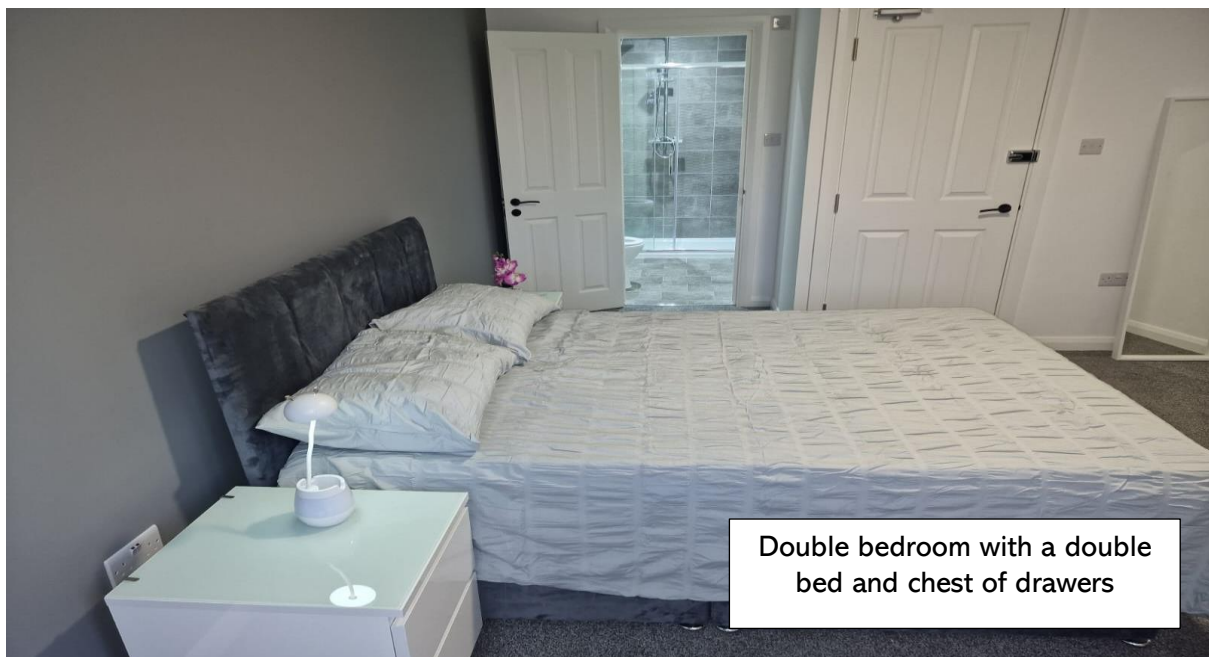
Approved by:	Kwasi Anakwa Ofori Atta
Reviewed By:	Michael Buadi and Emamezi Akpodae
Date	31/12/2023
Date of Next Review.	21/12/2024

APPENDIX

Images of features and amenities at Sooth'n Hub Healthcare Ltd – SLS:



Rooms are ensuite with a toilet and shower.



Double bedroom with a double bed and chest of drawers



Double bed with a double chest of drawers



Kitchen area showing furniture.

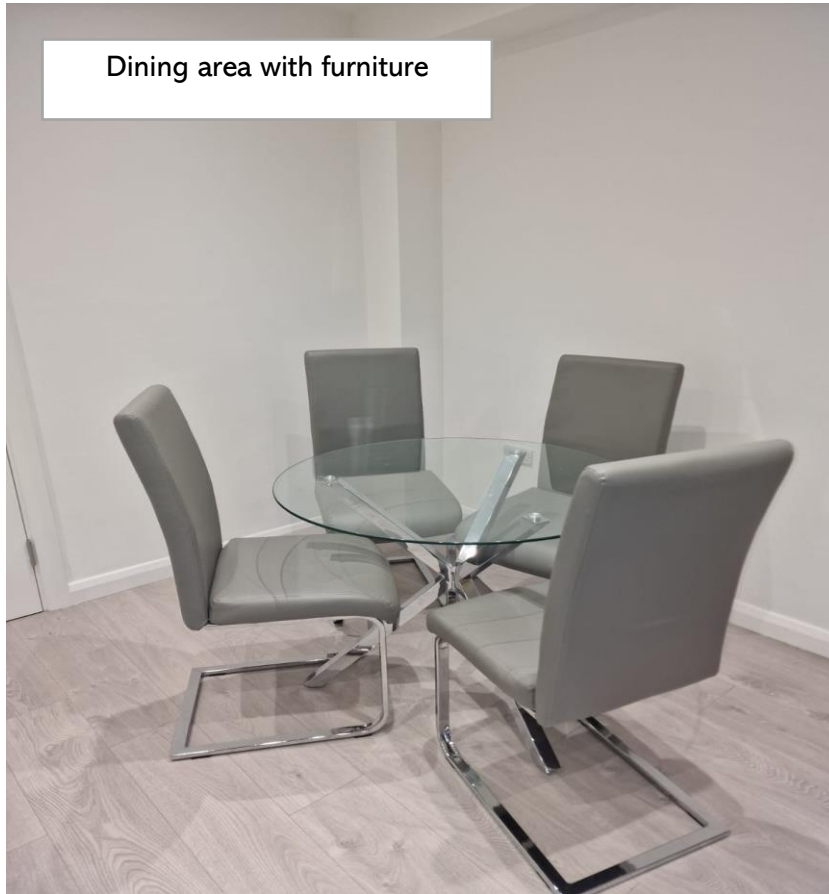


Access to 2 washing machines



Access to 2 Fridge freezers in the kitchen

Dining area with furniture



Kitchen displaying 2 hobs, furniture, and entrance to garden.





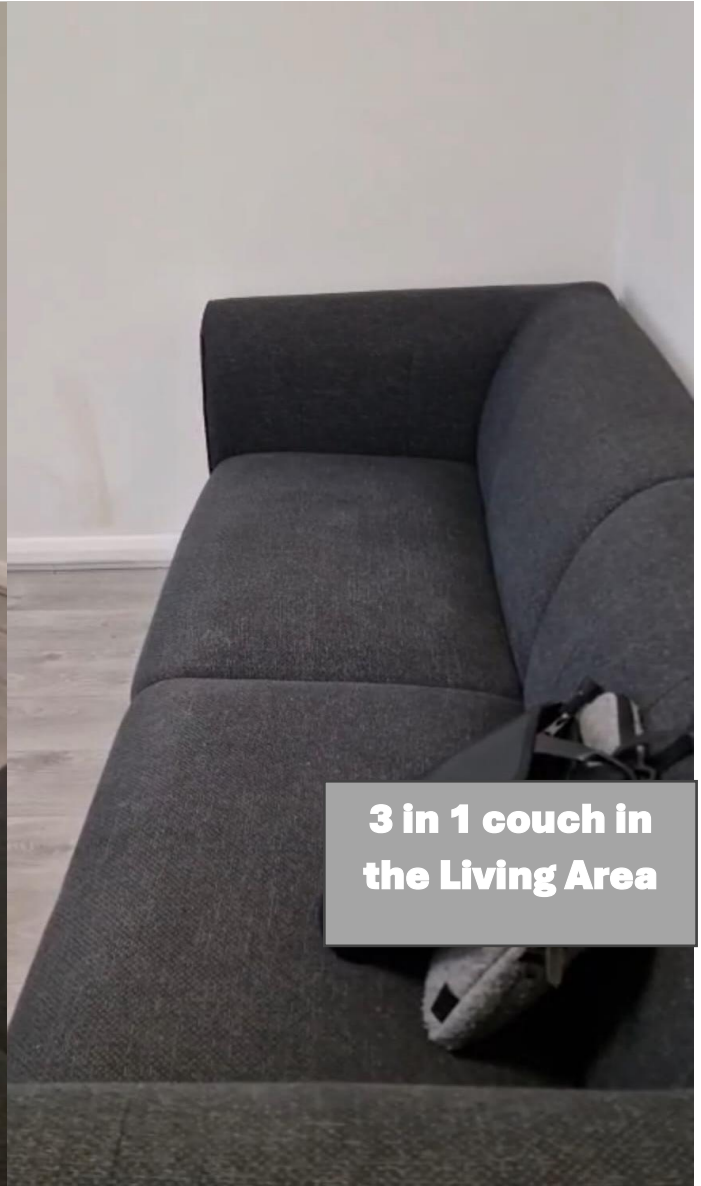
View showing 1 of 2 kitchen hobs and other amenities.



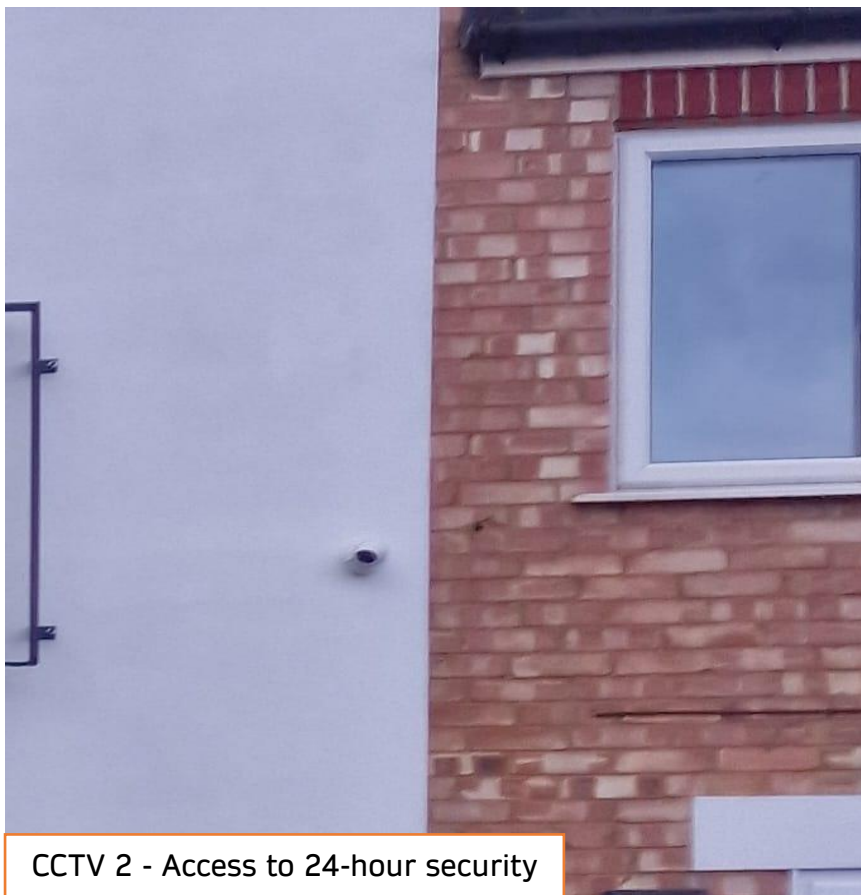
Fenced Garden



Living Area



3 in 1 couch in the Living Area





Front of the Location showing driveway and parking spaces and CCTV camera



Easy Access to Public Transport