

# Care One 2 One

## Statement of Purpose

*This Statement of Purpose aligns with the language, structure, and quality themes of the Annual Quality of Care Report and demonstrates how Care One 2 One assesses, monitors, and improves the quality and safety of its regulated service in accordance with the Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017 and the Social Services and Well-being (Wales) Act 2014.*

The service places people at the center of its care delivery, focusing on wellbeing, personal outcomes, safety, dignity, and continuous improvement. Evidence gathered through audits, feedback, incident analysis, and review activity informs service development and quality assurance.

## 1. About the Provider (Regulation 5 & Schedule 1)

### **Service Provider: Owner & Director**

Alison Jane Sommersett Price

### **Legal Status:**

Public Limited Company

### **Responsible Individual (RI):**

Alison J. S. Price

### **Registered Manager:**

The post of Registered Manager is currently vacant. The Responsible Individual is undertaking the duties of Registered Manager on an interim basis and retains full operational oversight until a permanent appointment is made.

### **Name of Regulated Service:**

Care One 2 One – Domiciliary Support Service

### **Registered Office Address:**

23 Bartlett Street  
Caerphilly  
CF83 1JS

### **Contact Details:**

Tel: 02920 850211

Email: [info@careone2one.co.uk](mailto:info@careone2one.co.uk)

Website: [www.careone2one.co.uk](http://www.careone2one.co.uk)

### **Additional Office Hubs:**

None

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## 2. Location of the Service (Regulation 5 & Schedule 1)

### Regional Partnership Area:

Gwent Regional Partnership Board

### Areas Served:

- **Caerphilly County Borough:** Crosskeys, Newbridge, Pontllanfraith, Blackwood, Ystrad Mynach, Bargoed, Hengoed, Senghenydd, Bedwas, Machen

- **Newport:** Duffryn, Marshfield, Bessaleg, Rhiwderin, Rogerstone, Pye Corner, Gaer, Highcross, Allt-yr-Yn

The service is delivered exclusively within individuals' own homes and community settings and does not provide accommodation.

## 3. Services Provided (Regulation 5, Regulation 6 & Schedule 1)

Care One 2 One provides regulated domiciliary care and support to adults aged 18 years and over.

### 3.1 Needs Supported

The service is designed to support individuals with: - Frailty and age-related vulnerability - Dementia and memory impairment - Minor mental health conditions - Physical impairments - Sensory impairments - Learning disabilities (excluding behaviours that challenge) - Palliative and end-of-life needs - Short-term convalescence and reablement

### 3.2 Nature of the Service

Support is delivered on a planned or responsive basis and includes: - Personal care - Medication prompting and administration (non-clinical) - Meal preparation and nutritional support - Dementia support - Domestic assistance - Companionship and social inclusion - Respite care - End-of-life support - Accompaniment to healthcare appointments (subject to staffing availability) - Main carer holiday cover. We currently support adults across two local authorities and those who choose to be privately funded. The service is open to all genders irrespective of how they may identify themselves. The service currently supports over 164 clients with varying needs across three areas putting in approximately over 750 hours of care and support

### 3.3 Services Not Provided

The service does not provide nursing or clinical interventions. Care staff do not undertake tasks that must be carried out by registered health professionals, including wound care, invasive procedures, monitoring of vital signs, or clinical assessments.

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## **4. How the Service Is Provided (Regulations 6, 9, 10, 14 & 15)**

### 4.1 Assessment and Admission

All individuals receive a comprehensive pre-commencement assessment to ensure that the service can safely and effectively meet their needs. Assessments include: - Personal history and preferences - Health and wellbeing needs - Risk assessments, including environmental safety - Capacity considerations and consent

Emergency admissions are supported with interim assessments, with full documentation completed within five working days.

### 4.2 Care Planning and Personal Outcomes

Care planning can fall into three categories, planned, emergency, or when there are identified ongoing changing needs. Care plans are person-centred developed in partnership with individuals and/or their representatives. Care plans reflect the individuals, personal routines, cultural preferences, personal values, the need to promote independence wherever possible, and the desired outcome to be achieved, any specialist needs, communication issues, and any identified risks. The care plan will also look at continuity of care and the protection from possible abuse. Care is only commenced once a joint agreement is obtained.

### 4.3 Review and Monitoring

Care plans are reviewed: - After the first 8 weeks of service - At least quarterly thereafter - Immediately following any significant change in needs or circumstances

Reviews also evaluate outcomes, risks, satisfaction, and ongoing suitability of the service.

### 4.4 Standards of Care and Safeguarding

Care One 2 One delivers care that is safe, effective, compassionate, and respectful. Safeguarding policies are implemented in line with statutory guidance, ensuring individuals are protected from abuse while respecting their right to make informed choices and take proportionate risks.

### 4.5 Communication and Accessibility

The service adapts communication methods to meet individual needs, including large print and audio formats. Welsh-language documentation can be provided on request, and alternative communication support is sourced where required.

### 4.6 Working Others

We work alongside other professionals and agencies which may benefit them. We signpost to advocacy services, where their voice can be heard, and assistance with financial wellbeing. We support

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physical, mental, and emotional wellbeing with encouragement to pursue interests, hobbies, and activities.

We support and encourage individuals to maintain control over discussion making and be involved in future planning.

## **5. Staffing Arrangements (Regulations 17–25)**

### 5.1 Recruitment and Fitness of Staff

All staff are recruited in line with Regulation 19 and are deemed fit to practice through: - Enhanced DBS checks - Verified references - Identity verification - Health declarations - Formal interview and competency assessments.

### 5.2 Training and Development

Staff complete structured induction, shadowing, and mandatory training aligned with Social Care Wales requirements. Ongoing refresher training and role-specific development are provided to ensure continued competence. Where special skills are identified such as Dementia, Palliative, Manual Handling Equipment, Parkinson's or Diabetes etc this training will be rolled out to all staff. A Training Matrix has been developed to track staff training needs and refreshers.

### 5.3 Supervision and Appraisal

All care staff receive: - Supervision at least quarterly – and an annual appraisal. Senior staff are supervised directly by the Responsible Individual.

### 5.4 Staffing Levels and Deployment

The service employs approximately 43 care staff, on both a full-time and part-time basis. Care staff are deployed on a 1:1 basis according to assessed client needs. 15 staff are needed currently for the AM shift and 8 are needed for the PM shift. Staff work in a two-week rolling roster system. Staffing arrangements ensure continuity, reliability, and safe delivery of care.

## **6. Facilities, Records, and Information Governance (Regulations 26–31)**

All personal and sensitive information is processed in accordance with GDPR and data protection legislation.

Records are securely stored electronically and in locked filing systems, with access restricted to authorised personnel only. Information is shared strictly on a need-to-know basis and only with appropriate consent or lawful authority.

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## 7. Governance, Oversight, and Quality Assurance (Regulations 68–73)

### 7.1 Responsible Individual Oversight

The Responsible Individual provides strategic leadership and oversight consistent with the Annual Quality of Care Report. Oversight arrangements include: - Quarterly audits of care delivery, staffing, governance, and compliance - Direct engagement with individuals using the service and their representatives - Review of quality data, trends, and outcomes - Oversight of safeguarding, complaints, incidents, staff and client surveys and risk managements.

Findings are documented, reviewed, and used to inform service improvement priorities. The Responsible Individual ensures that learning from quality monitoring activities is acted upon and that the service remains safe, effective, and responsive with is done by having an action plan outlining the improvements needed, timescales and individual responsible for implementation.

The Responsible Individual will also ensure the company recognises the individual's right to equality, diversity and inclusion whilst upholding the rights of all individuals to be treated fairly and have their rights upheld.

### 7.2 Quality Monitoring, Learning, and Improvement

Quality monitoring mirrors the Annual Quality of Care Report methodology and is informed by multiple evidence streams, including: - Feedback from individuals using the service and their representatives - Independent surveys and questionnaires - Staff supervision, appraisal, and feedback mechanisms - Review of incidents, safeguarding concerns, complaints, and compliments - Audit findings and performance indicators

Information is analysed to identify themes, risks, and areas of good practice. Where improvement is required, action plans are developed, implemented, and reviewed for effectiveness. Learning is shared with staff and embedded into practice to ensure sustained improvement.

Performance against quality standards is reviewed quarterly and summarised annually within the Quality-of-Care Report, demonstrating transparency, accountability, and commitment to continuous service improvement.

## Regulatory Contacts

**Care Inspectorate Wales (CIW)**

**E-mail: [CIW@gov.wales](mailto:CIW@gov.wales)**

**Tel: 0300 7900 126**

# Care One 2 One

**Public Services Ombudsman for Wales**

Tel: 0300 790 0203