

# Statement of Purpose

Health and Social Care Act 2008



*Your care, Our passion*

“

Vista Care Solutions is a dynamic, fast growing, forward thinking Nursing and Domiciliary Care Agency, providing services to both companies and individuals within London & surrounding areas.

”

**Steven Wingate RMN**  
Nominated Individual

Dear Friend,

Hello and thank you for taking your valuable time to go through our brochure.

Please find some information about the Agency and our competitive rates which can be found on our website [www.vistacaresolutions.co.uk](http://www.vistacaresolutions.co.uk).

Vista Care & Vista Recruitment Solutions are a Nursing, Care and Recruitment Agency that provides staffing in a wide range of healthcare settings and professions, 24/7, 365 days a year. We provide professional, caring, experienced and well-trained Care Assistants, Staff Nurses and Assistant Support Workers. All our staff have completed our Vista Care Academy, this is a total of 45 subject matters in Health and Social Care from theory to practical training under supervision. We believe in a confident and competent workforce.

The company is proud to have more than 10 years' experience in the Healthcare Industry, within teaching Health and Social Care. Having built a reputation as a company our customers can trust, has allowed us to expand and provide tailor made services to more customers than ever before.

Vista Care is committed to Quality Assurance. With our staff qualified in internal and external quality assurance management systems. As a Registered Nurse with over 20 years' experience in care, I personally oversee the implementation, delivery, update and improvements within all our Quality Systems Frameworks. As a responsible Care Provider, we are fully registered with Care Quality Commission.

All staff employed by the agency are fully vetted in accordance with all the latest legal requirements. Staff also undergo refresher training and a comprehensive orientation program is offered to incoming personnel.

Our services include specialised care for:

- Mental Health
- Addictions
- Challenging Behaviour
- Learning Disabilities
- Physical Disabilities
- Community Nursing
- Hospitals
- Care Homes.
- Complex needs
- End of Life

We look forward to cordially working with you and please do not hesitate to get in touch if you would like to find out more.

Yours Sincerely,



Steven Wingate

Registered Mental Health Nurse

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## Statement of Purpose

- 24 Hours a Day, 7 Days a Week
- Quality Care
- Hospitals & Nursing Homes
- Flexible Personal Care to Suit
- Qualified Nurses
- Experienced Care Workers
- Friendly Reliable Service

## Aim and Objectives of Vista Care Solutions

Our aim is to satisfy and promote the expectations of you, the Service user to ensure the quality of personal care and support which people receive whilst working in partnership with you to meet your individual recruitment and selection needs.

- Putting an emphasis on quality assurance of our service. This includes establishing and meeting high standards, audit and evaluation of our service to you.
- Ensuring our recruitment consultants have a thorough knowledge of the marketplace and are highly skilled in interviewing and selection techniques.
- Provide a high quality, cost effective service through establishing a strong database of reliable candidates, who possess the knowledge, skills and attitudes to meet your needs.
- To maintain constant improvement, a positive approach, and flexibility to your changing needs.
- The guarantee of complete confidentiality and discretion in all our undertakings.
- Maintain the strength of our Nursing Bank in order to be able to always supply specialist skills where called for.

## Introduction

The Domiciliary Care Service is registered with the Care Quality Commission (CQC) to provide a regulated activity. This means that we are required to provide a “Statement of Purpose” to tell people about the service we provide, the people who use our service, the locations from which the service is provided and the Managers responsible for running the service.

**Provider Details Organisation:** Vista Care Solutions Ltd (Head Office), 3-9 Balaam Street, Plaistow, London E13 8EB

**CQC Provider ID:** Application in Process

## Senior Management Team

- **Nominated Individual:** Steven Wingate (RMN & QTLS)
- **Head of Compliance:** Shak Habib
- **Head of HR:** Sam Ali
- **Head of Finance:** Sonia Sharif
- **The Board of Trustees:** Steven Wingate (Registered Manager), Paul Davis (National Care Coordinator), Vasilka Trayanova, Ali Sharif

## Staff Profile

A list of current staff and their qualifications is available on request and on display in the office. The staff allocated to support you will be chosen in order to match their skills with your needs. In addition to the direct support staff the Registered Manager works 40 hours per week, most of which should be in addition to the levels displayed. Employees receive the training appropriate to their work, for example Food Hygiene. All employees receive annual training in health and safety matters such as moving and handling, fire awareness and procedures, adult protection issues, and a range of other matters.

## Making a Complaint and Giving Compliments

We believe that complaints and compliments are a valuable indicator of the quality of our service, and an opportunity to improve that quality. We encourage Service Users to instigate the complaints procedure whenever they feel that this is necessary. We do not wish to confine complaints to major issues. It is our policy that all matters which disturb or upset a Service User should be reported, recorded, and corrective action should be taken. Only in that way can we work towards meeting our aim of continuously improving our service.

If you have reason to make a complaint or raise a concern, then please contact us using the details below:

- **Registered Manager:** Steven Wingate
- **Telephone:** 0844 357 9388
- **Email:** [steven@vistacaresolutions.co.uk](mailto:steven@vistacaresolutions.co.uk)

If you have complained to the Association and are dissatisfied with the response, then you can complain to your local authority. If you are still dissatisfied at the response of the local authority then you can contact the Local Government Ombudsman at [www.lgo.org.uk](http://www.lgo.org.uk) or call 024 762 0000. At any time, you can tell CQC about your experiences. CQC do not respond to individual complaints however if you are experiencing poor care, or if you are experiencing good care, then you can provide your feedback via their website [www.cqc.org.uk/public/sharing-your-experience](http://www.cqc.org.uk/public/sharing-your-experience) or by telephoning 03000 616161.

## Our Commitment

- All complaints will be taken seriously
- All complaints will be acted upon with fairness and impartiality
- You will receive a response within 24 hours of the complaint being made, and a final reply within 28 days
- If the complaint is upheld, you will receive a written apology and appropriate action will be taken to rectify the complaint, and you will be informed of what that action is;
- Service Users are entitled to involve an impartial third party in the complaint procedure if they so wish.
- Service Users and their representatives may take their complaints to persons in authority outside the Agency. In the event of a serious issue and complaint, you should contact the CQC.

## Privacy and Dignity

We aim to respect your privacy and dignity at all times. Please speak out or speak to the supervisor or Registered Manager if your privacy or dignity is not being respected.

We provide an efficient service 24 hour a day, 7 days a week. Our clients can be assured of a fast and reliable response, whenever and wherever you need it.

## Contact Us:

- Address: Vista Care Solutions (Head Office), 3-9 Balaam Street, Plaistow, London E13 0DA.
- Office Opening Times: Monday-Friday: 8:30 - 18:30.
- Telephone: 0208 471 2141.
- Email: [info@vistacaresolutions.co.uk](mailto:info@vistacaresolutions.co.uk).
- Website: [www.vistacaresolutions.co.uk](http://www.vistacaresolutions.co.uk).

## Office Opening Times

From Monday to Friday : 8:30am - 6:30pm. Offices are closed on weekends and bank holidays.

## The On-Call System

Vista Care Solutions Ltd operates a 24-hour service. The on-call co-ordinator is available to deal with emergencies and receive bookings from clients outside office hours. After normal office hours of : 8:30am - 6:30pm all office calls are diverted to the out of hour's services which is available from 6.30pm until the office reopens the next day, this includes weekends and bank holidays.

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