



Statement of Purpose

1. Mission Statement

Develop, promote and deliver, bespoke and imaginative solutions for social support. Enabling individuals, regardless of a disability, to create a personalized and flexible support plan which reflect identified goals, skills and needs. Support and promote imaginative solutions, which offer enhanced life choices.

2. Our Philosophy & Values

All work carried out by GoGet is undertaken on the principle that people with disabilities have equal rights, choices and opportunities, as well as equal access to the community and it's facilities. Our work supports the idea of a social model of disability, believing that it is identified systemic barriers, negative attitudes and exclusion by society (purposely or inadvertently) which are the main contributory factor in disabling people. We work in partnership with parents, carers and young people using our services, with the intention that the service then becomes more meaningfully and 'needs led'.

3. Aims & Objectives

- Supply a team of highly trained and valued Personal Assistants. Provide co-ordinated high quality services which maximise opportunity and enhance the ability to live an 'ordinary' life.
- Promote the professionalism of community care and support services.
- Create an enthusiasm for Individual Budgets, Direct Payments and the flexibility they offer.
- Highlight the importance of person centred, flexible solutions to support ensuring that the client, or their representative, has current and relevant information available enabling them to be pro-active in decision making about the services they receive.
- Provide services based on individually assessed needs and planned care, promoting dignity and respect whilst ensuring that we work in partnership with other agencies and professionals significant to the client.
- Ensure that clients and/or their representatives are regularly consulted about the service we provide, now and in the future, and to make certain that our complaints procedure is available and is rigorously acted upon should concerns be raised. We also ensure that our services are reviewed regularly and revised as necessary.
- To recognise the role of the care and support worker as an integral part of our service, promoting and encouraging their contribution and ensuring that they receive ongoing training and supervision.
- Provide and maintain services which comply with current legislation, standards and good practice guidance and in doing so ensure that individuals are safeguarded from harm through robust staff recruitment, training and working practices

including medication management, infection control and health and safety policies and procedures.

4. The Purpose of GoGet

The primary purpose of GoGet is to promote flexible, person centred solutions to community-based support for those with additional needs.

We provide a variety of support options bespoke to individuals based upon their needs, wishes and identified goals. GoGet is a short-term service which provides high quality and experienced PA's to support individuals to experience a variety of community based opportunities, facilitate creative thought and imaginative solutions in order to create a workable and flexible support plan. We can then if required assist with the recruitment, training and supervision of a longer-term support solution.

GoGet supports young disabled people, their parents and carers, navigate the range of options towards achieving their true potential and developing a holistic view of their life choices. By employing our inclusive strategies an imaginative, sustainable bespoke solution can be constructed.

We offer high quality, bespoke personal assistants to disabled young people aged 14 to 25yrs as part of a strategic support package designed to enable them to access a wider range of social, educational, work, voluntary and leisure based activities which they may not have previously considered, had an awareness of or been introduced to.

We also provide short-term emergency support for young people whose normal support arrangements have broken down whilst longer term solutions are identified and actioned.

Throughout our involvement we work closely with parents, schools, Adult and Children's Health and Disability teams. In partnership with other allied health professionals GoGet helps to prepare and support young people through transition by promoting and facilitating the development of independent living skills and supporting visits to other identified community based opportunities.

5. Eligibility

GoGet does not offer its support purely through a referral system. We are a directly accessible support service available to all those aged 14 to 40 years who feel that they may benefit from any of our bespoke services.

6. Staffing, Roles & Responsibilities

Day to day management is the responsibility of GoGet's Director, Andy Roe supported by a small and very close team of administration, training and recruitment staff.

We believe that staff support and supervision are paramount. GoGet has established supervision and training procedures. Protocols are in place defining the roles and responsibilities of staff groups, and the day-to-day operation of our services.

Robust procedures ensure the recruitment and retainment of committed motivated staff. Enhanced CRB checks ensure their suitability for such employment. Additionally references are obtained from at least two former employers and character references. Potential team members are asked to provide a complete employment history and to account for any gaps in their employment record.

7. Support Services

GoGet's range of support services is constantly evolving. We pride ourselves in our unique ability to accommodate a variety of needs and ambitions. We regularly refer to GoGet's bespoke support, which summarises our drive to adapt to meet the needs of our customers. We are however specialists in the provision of:

Transitional Support

Identified short-term periods of work with a single client, be it with one or two members of our team. Supporting a young person, at risk of social isolation, aged 14 - 25yrs, to explore a wide range of community opportunities. Following an exit from education or returning from a residential college, we aim to bridge the void of support which is formed during this period of transition. We work hands on with the individual to explore their skills and local community; exploring ways to best engage and achieve a meaningful, purposeful and above all flexible programme of opportunity. Key to this is the development of an individual's portfolio.

The Individual Portfolio provides a format enabling individuals to record their current skill base, document important person centred information, identify communication needs, highlight key and important parts of a day, and give basic health and medical information as well as identify future goals and ambitions.

We are the conduit through which individuals are introduced to numerous lifestyle options including volunteering, work placements, further education, supported learning, social engagement and personal interest groups such as sports, music or arts and crafts. Our aim is to produce an Individual Portfolio providing clear, current and accurate information of the progress achieved by the client through our guided interaction. It will clearly identify what was deemed a success as well as highlighting issues and barriers which may have been identified.

Once suitable long-term support has been sourced we offer a thorough handover. We ensure that the new service or PA's receive the Individuals Portfolio, understand the important information held within it and are able to translate the information to formulate a flexible programme of opportunity. We provide a shadowing or training opportunity and upon withdrawal of our service, contact details for any further queries or issues which may arise. If it is deemed appropriate, or an individual has employed a PA by method of direct payments, we may suggest our mentoring, training and support service which aims to ensure that the customer continues to receive the high levels of care and support they received from GoGet's team.

PA Support

Following the period of transition and identification of a flexible community support programme we can continue to offer support through our team of professional PA's. We employ staff who are known to us, and have a proven track record within Health and Disabilities. They are trained to a high standard, have a number of years working experience and continue to uphold our ethics and values.

The PA service will offer support to individuals and linked individuals who have shared interests. They will continue to deliver individuals flexible support programme and feed into the Portfolios where appropriate.

Crisis Intervention & Support

Our team has a wealth of experience in a wide range of disabilities. It is this experience that gives us the knowledge and practical skills to support both an individual and their family. Our staff team have experience in successfully supporting a large number of young

people and their families throughout their time at a leading short breaks centre. Members of the staff team are used to managing challenging behaviour which may be deemed inappropriate as well as establishing positive routines both day and night. The team are trained and experienced in the development of behaviour plans, we regularly formulate social stories and use PECS, photographs or items of reference as aids to communicate.

We can offer direct support within a family's home. With our team's experience, knowledge and skills we put into place strategies which will enable a family to challenge even the most sensitive of issues and help prevent families reaching crisis point. Our experience proves that a skilled observer can work alongside the family and quickly identify a solution.

In many cases, immediate, home based, short break provision gives a much-needed break and prevents long-term crisis. We can place experienced workers directly in the home environment enabling other members of the family to take a break be it for a few hours or overnight.

After School Community Based Support

The lack of appropriately trained specialist and experienced support workers who can offer safe and supportive after schools service is often highlighted by parents and carers.

GoGet are keen to respond to this feedback.

We can support small groups, pairings or individuals within the local community whilst accessing high quality sports and recreational opportunities. Following the approval of an agreed support plan we can pick young people up directly from school and offer appropriate levels of assistance whilst accessing community opportunity.

8. Protecting Children from Harm

All young people have the right to be protected from harm and exploitation. GoGet's staff team endeavour to protect any young person in their care from danger or deliberate harm, and ensure that all support is carried out respecting the right of the young person to privacy, dignity and respect.

GoGet will take any action that is within its remit to ensure that all staff employed by them be appropriate and effective role models in their involvement with the care and support of vulnerable young people. Any complaint or allegation of ill treatment will be investigated immediately, and where appropriate the member of staff concerned will be suspended from work during the investigation.

Likewise, if a member of staff is concerned that a young person has been ill-treated or neglected either whilst receiving support services from GoGet or elsewhere they have a duty to inform the Management team, make clear and accurate reports and assist in any further investigative process.

Parents and carers will be kept informed of any concerns about their young person's welfare. This may mean that on occasions they will be asked to explain how their young person received a particular injury or bruise. Likewise parents will be entitled to an explanation of any injury received by their young person whilst receiving support services from GoGet.

All staff will follow the City of York Safeguarding Board Procedures in relation to the protection of children and vulnerable adults.

9. Promoting Health and Well-being

GoGet works to promote and encourage young people to adopt healthy lifestyles, offering age appropriate advice on healthy eating, exercise, smoking, alcohol and relationships.

Many of the young people who will receive support services from GoGet have more complex health needs. GoGet's staff will keep in regular contact with parents, carers and health professionals to ensure that they are fully aware of an individual's health needs and that they are met. If a young person becomes unwell or has an accident whilst receiving support services from GoGet they will receive the appropriate medical attention. Parents and carers will be asked to give their written consent for medicines to be administered prior to support services being delivered. GoGet has a robust Medicines and Complex Care procedure which is outlined in the policies and procedures section.

10. Behaviour Management

All Staff who are working directly with clients are trained in Behaviour Management. Young people must be seen as individuals with specific needs, including the need for clear boundaries and expectations regarding their behaviour. They will be expected to respect and learn from other people, share in daily life and respect other people's property privacy and safety. If a young person's behaviour is unacceptable, or dangerous, staff will use a range of methods to try to restore a more suitable and sociably acceptable state. Staff will always try to divert or distract young people from undesirable behaviour. All parents, carers and where appropriate individuals are asked to give their consent to the sanctions and restraint described below.

If a young person behaves in a way that causes an immediate risk of harm to themselves or other people in the vicinity, staff may need to use physical restraint to prevent injury. This will always be a last resort, and would be undertaken as an act of care and control and not one of punishment.

Any use of physical restraint will be deliberate, controlled, use the minimum amount of force for the shortest length of time, and will endeavour to ensure that the young person's dignity is maintained. Staff will only use the following forms of restraint: -

- Distraction and diversion techniques.
- One Arm Body Wrap
- Capture Wrap

All incidents of restraint will be recorded in full and parents, carers and appropriate social workers will be informed. A Behaviour Risk Assessment will be completed in respect of all young people receiving support services from GoGet.

11. Consultation

Young people who receive GoGets services, their family and carers will regularly be consulted about their views and wishes about the level, quality and outcomes of the support that is being received. This consultation takes many forms, in view of the range of communication issues.

12. Concerns & Complaints

Young people and their parents and carers will be encouraged to make choices and decisions about the support services they receive and to be involved in how GoGet develops and shapes the range of opportunity it offers. Parents and carers will be encouraged to discuss any concerns with staff and utilise all methods of communication to ask questions and raise issues.

Young people and their parents and carers have the right to complain about any aspect of the care and support with which they are unhappy, and to have their complaints dealt with seriously and with respect. GoGet would aim to deal with most complaints on an informal basis by agreeing with young people and their parents and carers how resolve the aspects of care with which they are unhappy.

Where an informal solution cannot be agreed via direct discussion with the staff member concerned it is reasonable that they escalate the issue to the Director/manager with a view to reaching an acceptable solution

GoGet is to be registered and regulated by the Care Quality Commission. They are the governing body that inspects and regulates all health and social care providers operating in England. If it is felt that GoGet is not responding to a complaint in an appropriate way or agreed timescale then we fully appreciate that individuals will need to take out a formal complaint against us. There are a variety of ways that this can be done either through contacting the City of York Council, the CQC or the Local Government Ombudsman.

13. Procedures & Protocols

Food Safety

All staff preparing or handling food will be familiar with basic food hygiene requirements. Staff preparing food will be appropriately dressed and will observe good standards of personal hygiene with particular attention to hand washing.

Copies of the full policies and procedures are available.

Infection Control

Staff carrying out intimate personal care must wear appropriate protective clothing and gloves, and ensure that any wounds are covered. Nappies should be put straight into nappy sacks and disposed of immediately into a safe sack or container. Gloves should be removed correctly and disposed of safely. Staff should ensure that both themselves and the customers they support observe good standards of personal hygiene.

Copies of the full policies and procedures are available.

Moving and Handling Protocols

All staff have a responsibility to undertake all moving and handling tasks safely and, when available, make use of the equipment provided.

It is paramount to minimise all risks to staff and customers alike. All clients have a Moving and Handling Risk assessment which identifies all correct information relating to an individual's moving and handling needs.

- Staff to adhere to Moving and Handling Procedures.
- Staff to attend Moving and Handling Training.

- Staff to report any faults on equipment.
- Staff are not to use equipment if training has not been completed.
- All staff to report to the Manager any problems regarding Moving and Handling.

It is important that the privacy, dignity and confidence of the customer being moved is maintained at all times. Customers will need to be introduced to equipment sensitively and to have all moving and handling procedures explained.

Copies of the full policies and procedures are available.

Medicines & Complex Care Procedures

Parental and carer consent is obtained for all aspects of administration of medicines.

Staff should ensure that they have read and understood the full procedures on medicines and complex care procedures. All members of the staff team have a responsibility for ensuring that administration of medicines is carried out safely and in line with protocols.

All medication is to be suitably and safely stored relevant to the care setting. Customers will have their own medical file containing a record of all medicines given to them, the dose, method of administration, time and noting any reaction.

Complex Care Procedures will only be carried out by staff who have received appropriate training.

Copies of the full policies and procedures are available.