

8th September 2011

Southover Community Care An Overview

1. Introduction.

Southover Community Care Ltd is a registered Care Agency and a ministry of St. John the Baptist CofE Church, Southover, Lewes. Its mission is to provide, within an appropriate and sensitive Christian context, outstanding whole person care (personal, practical, spiritual) for clients who need a range of services in their homes due to illness and disability.

Southover Community Care (SCC) is a not-for-profit commercial business which benefits:

- the client by providing professional care at below market prices and by allowing subsidised contact time to build relationship between client and care assistant;
- the care assistants by paying wages above market rates and treating them in accordance with the highest Christian ethos; and
- the church by demonstrating our desire to serve our local community and by helping people who want to explore Christian faith.

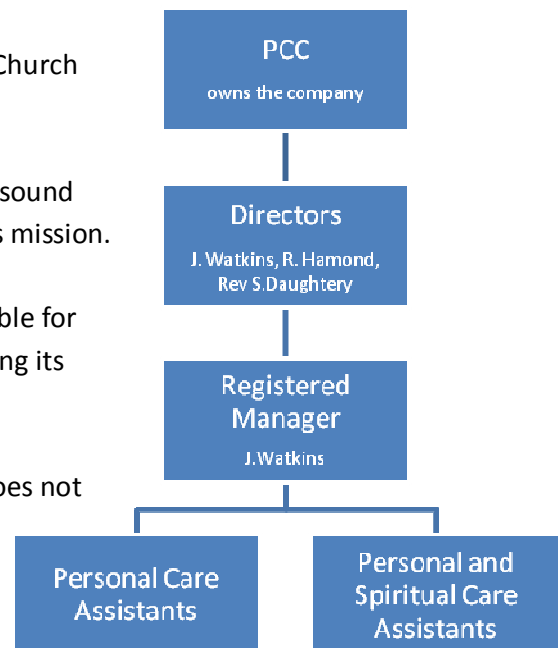
2. Structure

Southover Community Care Ltd is owned by Southover Church and has compatible charitable aims.

The Directors of Southover Care are responsible for the sound running of the company and for pursuing the company's mission.

Janette Watkins, as the Registered Manager, is responsible for the day to day running of the company and for monitoring its risks and financial position.

There are two types of Care Assistant role: one which does not have a spiritual dimension and one that does. We have established that the role with the spiritual dimension requires a Genuine Occupational Requirement (GOR) to be a Christian.



The PCC will decide the ratio of PCA to PSCA. As time goes by, and assuming there are enough suitably skilled Christians in the Lewes Area and there is sufficient demand, we will move towards having 100% PSCA staff. In practice, exceptions to this may be made and we would not want to lose any existing PCA staff.

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Personal Care Assistant – responsible for providing to the client top quality personal (eg. assistance with washing, hygiene, feeding etc) and practical (eg. assistance with cleaning, cooking, shopping etc) care. This role is open to any suitable candidate.

Personal and Spiritual Care Assistant (PSCA) – responsible for providing to the client top quality personal and practical care and also, where appropriate, responding to the spiritual needs with sensitive Christian love, listening, Christian fellowship and prayer. This role carries with it a GOR to be a Christian.

3. The Aims and Values of Southover Community Care.

The mission of Southover Church is to make whole-hearted disciples of Jesus Christ. We believe discipleship has both a vertical dimension, to love God; and a horizontal dimension, to love others. Every ministry we undertake, including SCC, needs to be driven by a desire to love people and point them to God. Therefore SCC has inseparable dual aims of *mission* and *pastoral care*.

The five core values of Southover Church drive everything that we do. The first two are directly relevant to SCC's ministry and all staff needs to be in sympathy with them. We desire:

- to be an all-embracing and outward-looking community which cares for and loves each other as God loves us;
- to be motivated by God's grace to serve others to make a difference in people's lives.

Therefore SCC's Christian nature and ethos are fundamental and high profile.

As required by the Care Quality Commission, we believe that many clients need and wish for whole-person care and not merely practical/domestic care. Therefore the carer, and the systems under which they operate, must recognise that clients have physical, emotional and spiritual needs.

For helpful spiritual care to be carried out strong relationships need to be formed which should contain elements of grace, ie respect for choice, unconditional positive regard and sacrificial cost (part of the 'cost' in this case being borne by the company). Many clients will find support and comfort in a Carer that shows grace and has time to care for them as a whole-person.

This foundation allows carers with a Christian faith to point people to the ultimate expression of grace: the love of God for us in Jesus Christ. This is likely to include sharing elements and practice of the Christian faith (eg. prayer). Only staff with a genuine and active faith will be able to carry out this vital dimension of showing Christian faith with skill and integrity and thereby be eligible to be a PSCA.

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- praying for or with the client, sharing their experience of Jesus, encouraging them with personal testimony;
- listening and talking about spiritual concerns and questions, arranging for clergy visits/support and pastoral visiting from members of the church;
- identify any need for transport to and from church, arranging for someone to sit alongside them at church and help them integrate into the church family life.

The Personal Care Assistant will also:

- report and log any accidents or incidents which may occur, however minor, of clients or themselves to the SCCM immediately after it has happened.
- be familiar with Southover Community Care's policy regarding Health and Safety and to promote safe working practices.
- carry out infection control procedures following the company's policy.
- report immediately to the SCCM any noticeable changes in client's health or behaviour, whilst maintaining their right to privacy and confidentiality.
- conform to all policies and procedures laid down by Southover Community Care.
- complete and sign the daily log of observations, tasks undertaken, time of arrival and departure on each visit to a client. This is to be completed in a clear, factual way and in black pen. Care must be taken not to offend or upset a client or their family by what is written in the comments.
- be aware of those activities that must NOT be undertaken as laid down in Southover Community Care Policies.
- participate in induction training and regular training as required by the company.
- comply with and be committed to Southover Community Care Equal Opportunities policy.
- work effectively with various professionals and maintain confidentiality at all times.
- act in line with the ethos and values of Southover Church.

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