

OA Reablement Service	OA Day Care	OA Residential Care	DMH Day Services	DMH Supported Living	DMH Residential Services	EIA'd
✓	✓	✓	✓	✓	✓	✓

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**REGISTERED PROVIDER
CUMBRIA COUNTY COUNCIL**

Cumbria County Council
Cumbria House
117 Botchergate
Carlisle
Cumbria
CA1 1RD
Tel: 01228 226288

Date	11/07/19	06/07/20					Issue date
Amendment	12	13					01/06/10 P&P

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Introduction

Cumbria County Council is a significant provider in Cumbria for the provision of the following services:

Older Adult Services

- Domiciliary & Reablement Services – Personal Care
- Residential Services – Accommodation for people who require nursing or personal care
- Day Services – Unregulated

Disability and Mental Health Services

- Domiciliary Supported Living Services (Including Shared Lives) – Personal Care
- Residential Services – Accommodation for people who require nursing or personal care
- Day Services – Unregulated

Cumbria County Council's Aim's and Objectives

Cumbria County Council aspires to deliver services that meet the outcomes set out in “Our health, our care, and our say: a new direction for community services” and “Valuing People Now: From Progress to Transformation”.

We are committed to person centred thinking, respect, choice and dignity for the people we care for and aim to deliver high quality services to “best practice” standards.

Cumbria County Council's Mission Statement

'Delivering and improving the quality of care and the experience of customers using our services. Treating everyone with dignity'

These values underpin our services:

Inclusion: To include and listen to our customers, and their families, by providing opportunities to influence the services provided.

Dignity: All people will receive high quality services which ensure personal dignity. Dignity covers all aspects of daily life including respect, privacy, autonomy and self-worth.

Self-determination: All people will have individual choice and control over their lives. We will not assume our customers' preferences.

Accessibility: All people will have access to a range of opportunities for participation, within their communities, which promotes their quality of life.

Person-Centred: All people will be listened to and supported in carrying out their own individual preferences and wishes.

Value for money: To deliver Best Value services which respond to the unique needs of older people, people with disabilities and people with mental health needs, their carers and their communities.

Accountability: To take responsibility for the wide range of quality services we provide to every individual.

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Cumbria County Council Service Plan

Cumbria County Council believes that Dignity, Care and Compassion must be at the core of everything we do with, to and for the people who use our services we will:

- Make the care of people our first concern, treating them as individuals and respecting their dignity;
- Promote choice and empower people who use our services to be as independent as possible;
- Work with others to protect and promote the health and wellbeing of those in our care, their families and carers, and the wider community;
- Give the best quality of support and safeguard the rights and welfare of those who use our services;
- Be open and honest, act with integrity and uphold the reputation and core values of our organisation;
- Provide a high standard of person-centred practice and care at all times;
- Actively promote equality of opportunity and right to freedom.

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NOMINATED INDIVIDUAL

Older Adults Residential Services (Accommodation for persons requiring nursing or personal care).
Disability and Mental Health Residential Service (Personal care)

ALISON GLANVILLE

SUBSTANTIVE EMPLOYMENT HISTORY		
Senior Manager, Health Care & Community Services, Cumbria County Council Cumbria County Council 01.02.2012 - Present time		
Senior Manager, Care Cumbria County Council	01.07.20 to present date	Has substantial experience in Leadership and Management across a number of settings. Including customer services, Public front facing services Childrens residential services and Adults domiciliary care. Has worked with vulnerable people from a safeguarding perspective both as a police officer and then throughout 21 years of all social care roles.
Service Manager Edge of Care and Children's Homes Cumbria county Council	08.09.15 – 30.06.20	
Service Manager Children's Homes (interim) Cumbria County Council	01.09.14 - 07.09.15	
Registered Manager Cumbria County Council	01.02.12 - 08.09.15	
General Manager Cumbria View Domiciliary Care Service	02.11.09 – 01.02.12	
Head of Care Baliol Residential School North Yorkshire County Council	01.05.99 – 02.11.09	
Police Officer Thames Valley Police (Then Cumbria Constabulary)	01.03. 91 – 01.05.99 (01.11.96 – 01.05.99)	
Department Manager WH Smith Ltd	01.09.89 – 01.03.91	
EDUCATION		
Professional Qualifications	Provider	
Leadership and Management Level 5 Diploma (Residential Childcare)	Kendal College	
NVQ Level 4 in Health and Social Care (Children's Residential)	Kendal College	
Registered Managers Award NVQ Level 4 (Children's Residential)	Kendal College	

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REGISTERED PROVIDER
NOMINATED INDIVIDUAL
Domiciliary & Reablement Services and Disability and Mental Health
Support Services (Personal Care)

NIKKIE PHIPPS

SUBSTANTIVE EMPLOYMENT HISTORY

County Manager, Health Care & Community Services, Cumbria County Council
 Cumbria County Council 26.07.2002 - Present time

County Manager – Reablement Cumbria	19.05.16 to present
Operations Manager Older Adults – Residential and Domiciliary	07.12.09 - 19.05.16
District Coordinator Domiciliary Services – North Cumbria	04.11.02 - 06.12.09
Out of Hours Co-ordinator Domiciliary Services - Countywide	26.07.02 - 03.11.02
Care Connections DMH - Support Worker	03.09.96 - 01.11.01

Education and Training

Professional Qualifications

BSc – Open Degree Modules in :-Leadership and Management in Health and Social Care Adulthood, Ageing and the Life course. Dementia	Open University 2014 - 2016
NVQ Level 4 in Health and Social Care Registered Managers Award A1 Assessors Award	Cumbria County Council
Dip HE Nursing Studies	University of the West Of England 1996 – 2001
Ongoing CPD CHC Training Corporate Governance Leadership/Leading Change Deprivation of Liberty Safeguarding Mental Capacity Act Transition & Resilience Equality & Diversity	Provider Cumbria County Council Cumbria County Council Cumbria County Council Cumbria County Council Cumbria County Council Cumbria County Council Cumbria County Council

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Regulated Activity

Cumbria County Council provides the following Regulated Activities:

- 1) Personal Care
- 2) Accommodation for persons who require nursing or personal care

Older Adult Services

- Domiciliary & Reablement Services – Personal Care
- Extra Care Housing – Personal Care
- Residential Services – Accommodation for people who require nursing or personal care

Disability and Mental Health Services

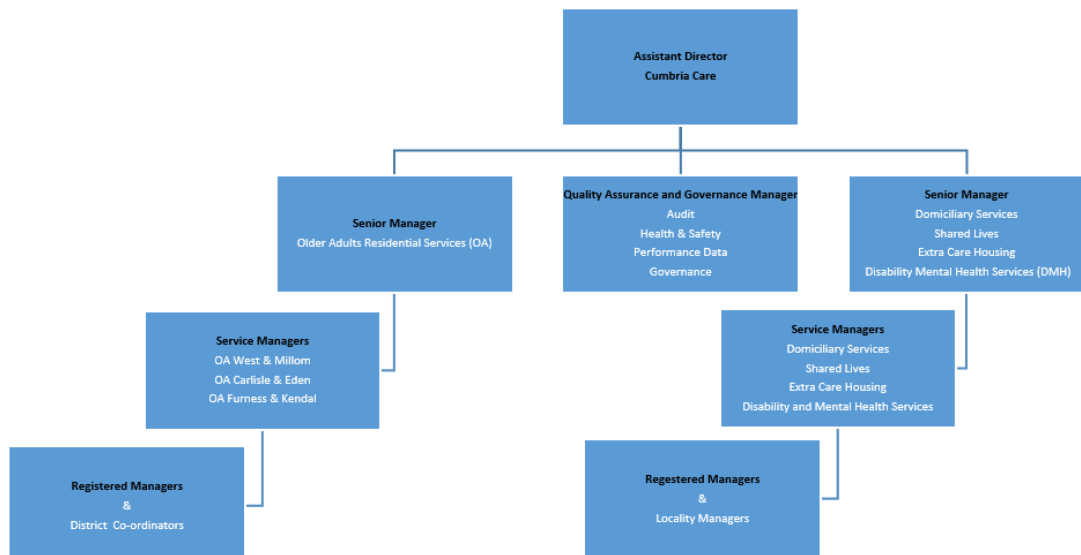
- Domiciliary Supported Living Services (Including Shared Lives) – Personal Care
- Residential Services – Accommodation for people who require nursing or personal care

Appendix 1 shows the complete detail for the services that are provided at each location. Each location has its own service user guide which provides further details (e.g. the accommodation, type of service, facilities available, number of staff etc).

All information about the services we provide can be found by following the link: <https://www.cumbria.gov.uk/cumbriacare/cumbriacarehome.asp>

Cumbria County Council (Cumbria Care) Structure Chart Registered Managers / Locality Managers / District Co-ordinators

All Managers for Registered and Unregistered Services are recruited and trained to enable them to carry out their regulatory requirements.



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Equality and Diversity

Service users and staff have a right to have their dignity respected by others in every way possible and to be treated as individuals in their own right and to be safeguarded from discrimination on any grounds, whether it be age, gender, ethnicity, disability, religion/belief or sexual orientation. Service users and staff are expected to comply with these policies towards other service users and staff members.

Policies and Procedures

All services act inline with Cumbria County Council and Cumbria Care policies and procedures. These include the Health and Safety at work Act. All staff work to the Cumbria County Council policies and procedures which are accessible in all establishments. The policies and procedures are reviewed on an ongoing basis. Managers have a duty to audit these procedures and ensure all staff are fully aware of any changes or new procedures. A list of all the Cumbria County Council policies and procedures can be found by following:

<https://www.cumbria.gov.uk/cumbriacare/ourpoliciesandprocedures.asp>

Compliments, comments concerns and complaints

Any suggestions about how we can improve our services or if anyone wishes to make a comment or complaint can be made with the managers of each services. There is also a complaints team available at the following address:

Complaints Team

Health and Care Services Directorate

Cumbria House,

107 – 117 Botchergate,

Carlisle,

CA1 1RZ

Tel 01228 221234

Email: socialcare.complaints@cumbria.gov.uk