



UNIVERSAL CARE

Disability Care & Support Services

STATEMENT OF PURPOSE

Organisation Name	Universal Care
Registered Address	315 Bradford Rd, Batley, West Yorkshire, WF17 6HY
Service Type	Disability Care & Support Provider
Client Group	Adults aged 18 and above with disabilities
Regulatory Body	Care Quality Commission (CQC)
Document Status	Formal Statement of Purpose Version 1.0

1. Introduction & Overview

Universal Care is a dedicated disability care and support provider based at 315 Bradford Rd, Batley, West Yorkshire, WF17 6HY. Established to address the growing need for high-quality, person-centred disability services across the region, Universal Care is committed to delivering outstanding support to adults aged 18 and above who live with a range of physical, learning, sensory, neurological, and mental health-related disabilities.

This Statement of Purpose has been prepared in accordance with the requirements of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, and the standards set by the Care Quality Commission (CQC). It describes the aims, objectives, ethos, and operational framework of Universal Care, and serves as a foundational reference document for service users, their families, commissioners, regulatory bodies, and all stakeholders.

2. Our Vision, Mission & Values

2.1 Vision

Our vision is a society in which every adult with a disability is empowered to live a meaningful, dignified, and self-determined life. Universal Care aspires to create spaces and communities where people with learning disabilities, autism and mental health needs live ordinary lives with extraordinary support, enabling independence, belonging and lifelong opportunity.

2.2 Mission Statement

The mission of Universal Care is to provide individualised, needs-led care and support that promotes independence, maximises potential, and upholds the rights and choices of every person we serve.

We exist to bridge the gap between disability and full participation in community and society, delivered through a skilled, compassionate, and professionally trained workforce.

2.3 Core Values

Everything we do at Universal Care is underpinned by the following core values:

- **Dignity & Respect** We treat every individual with the highest regard, honouring their unique identity, preferences, and life experiences.
- **Person-Centred Approach** We place the service user at the centre of all planning, decision-making, and service delivery.
- **Independence & Empowerment** We support individuals to develop skills, confidence, and autonomy to the fullest extent possible.
- **Inclusion** We actively promote the participation of disabled adults in community life, challenging barriers and stigma.
- **Integrity & Transparency** We operate with honesty, openness, and accountability in all our dealings with service users, families, and commissioners.
- **Excellence** We continuously strive to improve the quality of our services through training, reflection, and best practice.
- **Safety** The physical, emotional, and psychological safety of every service user is our paramount concern.

3. Services Provided

Universal Care provides a comprehensive range of regulated and non-regulated care and support services exclusively for adults aged 18 and above. Our services are tailored to the individual needs of each service user, following thorough assessment, co-produced care planning, and regular review.

3.1 Personal Care & Daily Living Support

We provide personalised support with all aspects of daily living, ensuring that service users maintain their hygiene, nutrition, wellbeing, and daily routines in a way that respects their preferences and promotes their independence.

- Assistance with washing, bathing, personal hygiene, and grooming
- Support with dressing and undressing
- Meal preparation, nutritional monitoring, and support with eating and drinking
- Medication prompting and administration (subject to individual care plan)
- Continence support and management
- Support with mobility and transfers (including use of specialist equipment where required)

3.2 Community Participation & Social Inclusion

We believe strongly in the right of disabled adults to be active and valued members of their communities. Universal Care facilitates access to a wide range of community-based activities, social engagement opportunities, and public services.

- Accompanied community access shopping, leisure, cultural events, and appointments
- Support to maintain and develop meaningful relationships
- Facilitation of volunteering, education, and employment opportunities
- Digital inclusion support internet access, communication, and social media
- Support to engage with faith, cultural, and community groups

3.3 Supported Living

Universal Care supports individuals living in their own homes or shared supported living arrangements to maintain their tenancy, manage their household, and live as independently as possible within their community.

- Tenancy sustainment support
- Household management budgeting, bills, cleaning, and maintenance coordination
- Support with cooking skills and nutrition
- Assistance with correspondence, appointments, and form-filling
- Key worker and advocacy support

3.4 Learning Disability Support

We provide specialist support for adults with learning disabilities, using evidence-based approaches including Positive Behaviour Support (PBS), Total Communication frameworks, and Active Support models. Our staff are trained to support individuals with complex needs in a manner that promotes choice, dignity, and quality of life.

- Communication support Makaton, PECS, AAC devices, and easy-read materials
- Life skills development money management, cooking, travel training
- Positive Behaviour Support planning and implementation
- Transition support from education or hospital settings

3.5 Physical Disability Support

Our team supports adults with physical disabilities, including acquired conditions, neurological conditions, and progressive illnesses. We work collaboratively with occupational therapists, physiotherapists, and other health professionals to ensure holistic support.

- Manual handling and specialist equipment use (hoists, slings, wheelchairs)
- Rehabilitation and recovery support
- Support with specialist communication aids and assistive technology
- End-of-life care support in partnership with clinical teams

3.6 Mental Health Support

Universal Care recognises that mental health is an integral aspect of disability. We provide support to adults with enduring mental health conditions, working alongside NHS mental health services, GPs, and care coordinators to deliver integrated, recovery-focused support.

- Structured daily living support and routines
- Emotional support and coping strategy development
- Support with appointments, medication management, and crisis planning
- Engagement with social, recreational, and therapeutic activities

3.7 Respite & Short Breaks

Universal Care offers planned respite services to support carers and family members, providing short-term care arrangements that maintain the individual's routine and wellbeing while offering their primary carers a period of rest.

4. Person-Centred Care Planning

At Universal Care, every service user receives a fully personalised, co-produced care and support plan. No individual is treated as a category or a diagnosis – each person is a unique individual with their own history, goals, preferences, strengths, and needs.

Our care planning process encompasses the following stages:

- Pre-referral enquiry and initial needs assessment
- In-depth assessment visit involving the service user, family members (where appropriate), and any relevant professionals
- Co-production of a written care and support plan, reviewed and agreed with the service user
- Risk assessment and safeguarding planning
- Assignment of a named key worker
- Regular review meetings at minimum, every six months or following any significant change
- Annual comprehensive review involving all relevant parties

Care plans are written in accessible formats where required, including easy-read, large print, or audio formats. All service users are supported to be as involved as possible in planning and reviewing their own care.

5. Staffing, Training & Workforce

5.1 Recruitment & Selection

Universal Care operates a rigorous and values-based recruitment process. All staff are subject to enhanced Disclosure and Barring Service (DBS) checks, reference verification, and right-to-work checks prior to appointment. We recruit individuals who demonstrate genuine commitment to disability support and who share our organisational values.

5.2 Training & Development

All new staff complete a comprehensive induction programme aligned with the Care Certificate standards before commencing unsupervised work. Mandatory training covers:

- Safeguarding Adults Level 1 and 2
- Manual Handling and Moving
- Medication Management
- Mental Capacity Act 2005 and Deprivation of Liberty Safeguards (DoLS)
- First Aid and Health Emergencies
- Infection Prevention and Control
- Equality, Diversity, and Inclusion
- Positive Behaviour Support (PBS) for relevant roles
- Communication Support (Makaton, Easy Read)
- Mental Health Awareness
- Autism Awareness

Ongoing professional development is facilitated through regular supervision, annual appraisals, refresher training, and access to external qualifications including NVQ/QCF Level 2, 3, and 5 in Health and Social Care. Universal Care is committed to building a skilled, stable, and motivated workforce.

5.3 Supervision & Support

All care staff receive regular one-to-one supervision with their line manager, not less than once every four weeks. Group reflective practice sessions are held regularly to share learning, discuss complex cases, and reinforce best practice. Staff wellbeing is a priority, and Universal Care has clear policies in place to support employee mental health and manage workplace stress.

6. Safeguarding

Universal Care regards the safeguarding of adults at risk as a paramount duty and a shared organisational responsibility. We are fully committed to the principles set out in the Care Act 2014 and adhere to local West Yorkshire safeguarding procedures. Our Designated Safeguarding Lead (DSL) is responsible for overseeing all safeguarding concerns and maintaining links with the Local Authority Safeguarding Adults Board.

Our safeguarding framework includes:

- A comprehensive Safeguarding Adults Policy, reviewed annually
- Mandatory safeguarding training for all staff at appropriate levels
- Clear procedures for reporting, recording, and referring concerns
- A robust whistleblowing policy encouraging open and safe reporting
- Regular safeguarding audits and management oversight
- Multi-agency working with social services, health professionals, and police where required

Universal Care maintains a culture in which every team member understands their role in preventing, recognising, and responding to abuse, neglect, exploitation, and all other forms of harm.

7. Equality, Diversity & Human Rights

Universal Care is an equal opportunities employer and service provider. We embrace and celebrate the diversity of our service users and our workforce, and we are firmly committed to upholding the rights, dignity, and equality of every individual regardless of age, race, ethnicity, religion or belief, gender, gender identity, sexual orientation, disability, or socioeconomic status.

Our services are delivered in compliance with the Equality Act 2010 and the Human Rights Act 1998. We carry out Equality Impact Assessments for our policies and services, and we actively seek to remove barriers to access for all disabled adults in our community. Cultural competency, linguistic accessibility, and religious sensitivity are embedded throughout our care delivery.

8. Complaints, Feedback & Continuous Improvement

8.1 Complaints Procedure

Universal Care values all feedback positive and negative as a critical tool for service improvement. We operate a clear, accessible, and impartial complaints procedure that enables service users, families, advocates, and others to raise concerns without fear of disadvantage. All complaints are acknowledged within two working days and investigated thoroughly within 28 days, with outcomes communicated clearly to the complainant.

Where individuals are dissatisfied with our internal response, they are supported to escalate their complaint to the Local Government and Social Care Ombudsman or to the Care Quality Commission, as appropriate.

8.2 Quality Assurance & Improvement

Universal Care operates a rigorous quality assurance framework to monitor, evaluate, and continuously improve the quality of our services. This includes:

- Regular audits of care records, medication, and risk assessments
- Service user satisfaction surveys and outcome monitoring
- Spot checks and unannounced observations of care delivery
- Management review of incidents, accidents, near misses, and complaints

- Annual service review report reviewed by the Board
- Benchmarking against CQC standards and sector best practice

9. Health & Safety

Universal Care is fully committed to ensuring the health, safety, and welfare of our service users, employees, and all those who interact with our services. We comply with all relevant health and safety legislation including the Health and Safety at Work Act 1974, the Manual Handling Operations Regulations 1992, and the Control of Substances Hazardous to Health (COSHH) Regulations 2002.

Our Health and Safety framework includes:

- Comprehensive risk assessment processes for all care settings and activities
- Lone worker safety protocols and monitoring
- COSHH assessments and safe handling of all substances
- Fire safety procedures, evacuation plans, and regular drills
- Accident and incident recording, investigation, and reporting to relevant authorities
- Regular environmental safety audits of all premises where support is provided

10. Information Governance & Confidentiality

Universal Care takes the privacy and confidentiality of service users and staff with the utmost seriousness. We comply fully with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. We hold only the personal data necessary for the safe and effective delivery of care, and we store all data securely in accordance with our Information Governance Policy.

Service users are informed at the outset of the nature and purpose of information held about them, their rights under data protection legislation, and the circumstances in which information may be shared — including mandatory sharing obligations where there is a risk of harm. Consent for data sharing is sought wherever lawful and practicable.

11. Partnership & Multi-Agency Working

Universal Care recognises that disabled adults often require coordinated support from multiple agencies. We are committed to positive and constructive working relationships with:

- Local authorities and adult social care departments
- NHS Integrated Care Boards and clinical commissioning partners
- Community health teams, GPs, and specialist consultants
- Mental health services, including community mental health teams (CMHTs)
- Housing providers and supported tenancy services
- Voluntary and community sector organisations
- Advocacy services and user-led organisations
- Educational institutions and employment support providers

We actively participate in multi-agency safeguarding processes, care and treatment reviews, and best interest meetings, ensuring a coordinated and joined-up approach to meeting each individual's needs.

12. Regulatory Framework & Legal Compliance

Universal Care operates in full compliance with all relevant legislation, regulations, and statutory guidance, including:

- Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Care Act 2014
- Mental Capacity Act 2005
- Deprivation of Liberty Safeguards (DoLS) and Liberty Protection Safeguards (LPS) where applicable
- Equality Act 2010
- Human Rights Act 1998
- Safeguarding Vulnerable Groups Act 2006
- Health and Safety at Work Act 1974
- UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018
- Controlled Drugs (Supervision of Management and Use) Regulations 2013

Universal Care is registered with the Care Quality Commission (CQC) and is subject to inspection against the five key questions: Is the service Safe, Effective, Caring, Responsive, and Well-led? We are committed to achieving and sustaining a rating of 'Good' or 'Outstanding' across all domains.

13. Commitment to Continuous Improvement (need a quality and governance section too)

Universal Care is not simply a provider of services we are a learning organisation committed to evolution, innovation, and the relentless pursuit of excellence. We actively monitor developments in disability policy, sector best practice, and service user experience, adapting our approach accordingly.

We engage meaningfully with service users and their families in the governance of our organisation, seeking their views through surveys, forums, and participation in quality reviews. The voices of disabled people inform everything we do from how we recruit our staff, to how we design our services, to how we measure our own success.

Declaration

This Statement of Purpose accurately describes the aims, objectives, and operations of Universal Care as at the date stated above. It will be reviewed annually and updated whenever there is a material change to the organisation or its services. A copy of this document is available to all service users, their representatives, and any person who requests it.

Signed (Registered Manager / Responsible Individual):

Name:

Date:

Position:

Universal Care | 315 Bradford Rd, Batley, West Yorkshire, WF17 6HY
Providing specialist disability care and support for adults aged 18 and above

X. Our Environment

Our Environment – How the Building Enables Outcomes

At Universal Care, we believe that the environment in which people live has a profound impact on their health, wellbeing, confidence and independence. Our premises at 315 Bradford Road has therefore been designed not simply as accommodation, but as a purpose built environment that actively supports people to develop skills, build relationships and live fulfilling lives.

Every area within the building has been carefully considered to contribute to positive outcomes for the people we support. Rather than viewing accommodation as somewhere people simply receive care, we have created an environment where people can learn, participate, develop independence and become active members of their community.

Independent Living Through Design

Our environment promotes independence by providing opportunities for people to practise everyday living skills within a safe and supportive setting.

Dedicated facilities enable individuals to develop confidence in areas such as:

- Meal planning and food preparation
- Household management
- Personal organisation
- Budgeting and everyday decision-making
- Social interaction and communication
- Community participation

These opportunities are embedded into everyday life, allowing people to learn through experience rather than simply receiving support.

Wellbeing and Community

We recognise that emotional wellbeing is just as important as physical care.

Our communal areas have been designed to encourage social interaction, reduce loneliness and build meaningful relationships between residents, families, staff and visiting professionals.

The building incorporates a range of shared spaces that promote wellbeing and purposeful occupation, including areas for recreation, relaxation, learning and group activities. These spaces provide opportunities for structured programmes, peer support, celebration of cultural diversity and community engagement.

Where appropriate, residents are supported to access education, volunteering, employment and wider community opportunities, ensuring that the building acts as a gateway to community life rather than a barrier to it.

Positive Behaviour Support and Emotional Regulation

Universal Care adopts Positive Behaviour Support (PBS) as a core element of our service model.

The physical environment has therefore been designed to support emotional regulation, reduce anxiety and promote positive outcomes.

Dedicated quiet and low-stimulation spaces allow individuals to withdraw safely when required, whilst communal environments encourage positive social interaction and engagement. Staff work proactively with each individual to understand their preferences, communication styles and sensory needs, enabling personalised support that reduces distress and promotes wellbeing.

Accessible and Inclusive Design

The building has been designed to maximise accessibility, dignity and inclusion.

Accessible facilities, clear circulation routes, appropriate lighting, secure access arrangements and adaptable communal spaces ensure that individuals with differing physical, sensory and cognitive needs are able to use the environment safely and confidently.

Our aim is to create an environment that feels like home whilst providing the reassurance, support and accessibility required by those with more complex needs.

Safe by Design

Safety is integrated throughout the building without creating an institutional environment.

Secure access arrangements, thoughtful supervision points, accessible facilities and carefully considered communal layouts enable residents to enjoy independence whilst maintaining appropriate safeguards.

The environment supports positive risk-taking, allowing people to increase their independence at a pace that reflects their individual abilities and aspirations.

An Environment That Supports Progression

Universal Care believes that accommodation should be an enabler of opportunity rather than a destination.

Every aspect of the environment has been designed to help people make progress towards their own personal goals—whether that is developing greater independence, improving health and wellbeing, strengthening relationships, participating in employment or education, or ultimately moving into more independent accommodation where this is appropriate.

Our building is therefore not simply where care is delivered; it is an active part of the support we provide and a key contributor to achieving better lives and better outcomes for the people we serve.

Our Clinical and Behavioural Approach

At Universal Care, we recognise that every individual has unique strengths, aspirations, experiences and support needs. Our approach is therefore founded on evidence-based practice, person-centred planning and the belief that positive outcomes are achieved when care is delivered through understanding, collaboration and respect.

We do not define people by their diagnosis or disability. Instead, we seek to understand the whole person — their history, communication, relationships, routines, ambitions and the factors that help them to thrive. This understanding forms the foundation of every support plan and every interaction.

Positive Behaviour Support (PBS)

Positive Behaviour Support (PBS) underpins our approach to supporting individuals whose behaviours may challenge services or place them at risk of harm.

Rather than responding solely to behaviours, we seek to understand why they occur by considering communication needs, environmental factors, physical health, emotional wellbeing and previous life experiences.

Our PBS approach includes:

- Functional assessment of behaviour and contributing factors
- Development of proactive, person-centred support plans
- Positive risk management
- Environmental adaptations to reduce distress
- Consistent staff approaches and reflective practice
- Ongoing monitoring of outcomes and reduction in restrictive practices

Our aim is to improve quality of life, increase opportunities for independence and reduce behaviours that arise from unmet needs or distress.

Active Support

Universal Care adopts the principles of Active Support to maximise participation in everyday life.

Rather than completing tasks for people, our staff work alongside individuals, providing the right level of assistance to enable them to participate as fully as possible in daily activities.

This includes support with:

- Personal care
- Meal preparation
- Household tasks
- Community access
- Employment and volunteering
- Education and lifelong learning
- Leisure and recreation

We believe meaningful participation promotes confidence, independence, wellbeing and social inclusion.

Autism-Informed Practice

We recognise that autistic people experience and interact with the world in different ways. Our services are designed to provide predictable, structured and supportive environments that respect individual sensory, communication and emotional needs.

Our autism-informed approach includes:

- Understanding sensory processing differences
- Structured routines where appropriate
- Low-arousal and quiet spaces
- Individual communication strategies
- Collaborative planning with families and professionals
- Promotion of autonomy and self-advocacy

We celebrate neurodiversity and support individuals to achieve outcomes that are meaningful to them.

Trauma-Informed Care

Many individuals accessing our services have experienced adversity, loss, exclusion or trauma.

Universal Care is committed to delivering trauma-informed support by recognising the impact of past experiences on current behaviour and wellbeing.

Our staff seek to create environments that are:

- Safe

- Trustworthy
- Compassionate
- Empowering
- Collaborative

We aim to build trusting relationships that enable individuals to feel secure, respected and valued.

Mental Health and Emotional Wellbeing

We recognise that mental health is integral to overall wellbeing.

Our support promotes emotional resilience through structured routines, meaningful activity, social inclusion and collaborative working with Community Mental Health Teams, psychologists, GPs and other professionals.

Where appropriate, we contribute to relapse prevention planning, crisis planning and recovery-focused interventions that support people to live well within their communities.

Positive Risk-Taking

Universal Care believes that independence cannot be achieved without opportunities to take positive and informed risks.

Working in partnership with individuals, families and professionals, we develop balanced risk management plans that promote choice whilst maintaining safety.

Our approach seeks to replace unnecessary restrictions with carefully planned opportunities for learning, development and increased independence.

Multi-Disciplinary Working

We work collaboratively with commissioners, social workers, occupational therapists, psychologists, speech and language therapists, community learning disability teams, mental health services, housing providers and other partners to ensure that support is coordinated around the individual.

Where appropriate, our staff contribute to Care and Treatment Reviews (CTRs), Dynamic Support Registers, safeguarding meetings, Best Interest meetings and other multi-agency forums to ensure continuity, consistency and high-quality care.

Measuring Outcomes

Our success is measured not simply by the hours of support we provide, but by the outcomes achieved for the people we support.

These outcomes may include:

- Increased independence
- Improved health and wellbeing
- Development of daily living skills
- Greater community participation
- Reduced reliance on restrictive practices
- Improved communication and relationships
- Increased confidence and self-determination
- Successful transition to more independent living where appropriate

We regularly review outcomes with individuals, families, commissioners and partner agencies to ensure that support continues to reflect changing needs, aspirations and opportunities.

Our clinical and behavioural approach is founded on one simple principle: every person has the potential to grow, develop and live a meaningful life when provided with the right environment, the right relationships and the right support.

