



# Statement of Purpose

## Phoenix Support Ltd

Family values with professional structure

Document control	Details
Document reference	PP19
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Effective from	May 2026
Owner	Brendan O'Shea, Director
Approved by	Brendan O'Shea, Director
Review frequency	Annually, or sooner if registration, leadership, service model or CQC requirements change

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# Statement of Purpose

## Part 1: About the provider

Required information	Details
Registered provider	Phoenix Support Ltd
Legal status	Private limited company
Company registration number	8042784
Address for correspondence and service of notices	17 Hart Street, Maidstone, Kent, ME16 8RA
Telephone	01622 682535
Email	info@phoenixkent.com
Website	www.phoenixkent.com
Regulated activity	Personal care
Type of service	Homecare / domiciliary care agency, supported living support and outreach support
Age range	Adults aged 18 and over

Phoenix Support Ltd is registered with the Care Quality Commission to provide the regulated activity of Personal care. The service is managed from 17 Hart Street, Maidstone, Kent, ME16 8RA. Phoenix Support is regulated, monitored and inspected by the Care Quality Commission.

Phoenix Support provides care and support to adults in their own homes, supported living settings and community settings. The service works with people, families, representatives, commissioners, health professionals, landlords, advocates and other agencies to promote safety, independence, dignity and wellbeing.

Phoenix Support Ltd is not a landlord or housing provider. Where people live in supported accommodation, they will normally have their own tenancy or accommodation arrangement. Phoenix Support provides the care and support element and works with landlords or accommodation providers where this is needed to promote safety and wellbeing.

## Part 2: Aims and objectives

Phoenix Support's aim is to provide safe, effective, caring, responsive and well-led support that enables adults to live as independently, safely and meaningfully as possible.

Phoenix Support's mission is "Realising Potential", supporting both people who use our services and staff to be the best they can be.

1. provide person-centred care and support based on each person's assessed needs, wishes, strengths, communication needs, risks and outcomes;
2. promote dignity, privacy, independence, choice, control, inclusion, equality and human rights;
3. support people to remain safe and well in their own homes, supported living settings and communities;
4. involve people in decisions about their care and support wherever possible;
5. work in partnership with families, representatives, Kent County Council, NHS services, mental health teams, GPs, pharmacies, advocates, landlords and other professionals;
6. safeguard adults from abuse, neglect, exploitation and improper treatment;
7. support people with communication needs to access and understand information about their care;
8. maintain accurate care plans, risk assessments, records and medication information;
9. recruit, train and support staff so they are competent and confident in their roles;
10. use audits, incidents, complaints, compliments, feedback and reviews to improve the service.

Phoenix Support seeks regular feedback from people using the service through reviews, conversations, surveys, complaints, compliments and involvement in care planning. Feedback is used to shape individual support and improve the wider service.

## Part 3: The location where regulated activity is managed

Required information	Details
Location name	Phoenix Support Ltd
Address	17 Hart Street, Maidstone, Kent, ME16 8RA
Telephone	01622 682535
Email	info@phoenixkent.com
Description of location	Office / headquarters from which the regulated activity is managed and coordinated. Personal care is delivered in people's own homes, supported living settings and community settings.
Other uses of the property	Office use. The location is used for management, administration, care coordination, rota coordination, records, meetings, quality assurance and staff support.
Type of service provided at or from the location	Homecare / domiciliary care agency, supported living support and outreach support.
Regulated activity provided at or from the location	Personal care.
Registered Manager for this location	Samantha Jane Read.

Phoenix Support currently provides services primarily across Maidstone, West Kent and surrounding areas of Kent, depending on assessed need, safe staffing availability, travel arrangements and commissioning arrangements.

## Part 4: Registered Manager details

Required information	Details
Full name	Samantha Jane Read
Role	Registered Manager
Address for service of notices	Phoenix Support Ltd, 17 Hart Street, Maidstone, Kent, ME16 8RA
Location managed	Phoenix Support Ltd, 17 Hart Street, Maidstone, Kent, ME16 8RA
Percentage of registered manager time at this location	100% of registered manager role responsibility relates to this registered location.
Regulated activity managed	Personal care.
Job share arrangements	None.

The Registered Manager is responsible for the day-to-day management of the regulated activity, safe service delivery, care planning, staff oversight, quality assurance and regulatory compliance.

## Part 5: Nominated Individual and senior leadership

Role	Name	Summary of responsibility
Nominated Individual	Rebecca Maureen Ablitt	Oversight of the regulated activity on behalf of Phoenix Support Ltd, governance, quality and regulatory accountability.
Director	Brendan O'Shea	Strategic leadership, service oversight, business continuity, escalation authority and governance.
Director / Medication Lead	Lorna O'Shea	Director-level oversight, medication leadership and deputy director-level escalation.

Phoenix Support operates a strengthened central office model. The office team coordinates services, rotas, care records, quality assurance, medication oversight, finance, HR liaison, incident management and on-call response.

## Part 6: People who use the service

Phoenix Support provides services to adults aged 18 and over.

People using the service may have needs relating to:

- learning disabilities;
- autism;
- mental health needs;
- dementia;
- physical disabilities;
- sensory impairments;
- substance misuse needs;
- complex social care needs;
- behaviours that may challenge services;
- self-neglect, vulnerability or exploitation risks;
- age-related needs;
- end-of-life care needs, where Phoenix Support can safely meet the person's assessed needs in partnership with relevant health professionals.

Phoenix Support may support people who have risks relating to medication, nutrition, hydration, mobility, falls, personal care, self-harm, going missing, mental health deterioration, tenancy sustainment, safeguarding, community safety or vulnerability to abuse or exploitation.

Phoenix Support will only accept or continue a package where the organisation is satisfied that it can meet the person's needs safely, lawfully and competently.

## Part 7: Services provided

Phoenix Support provides the regulated activity of Personal care where this forms part of a person's assessed care and support needs.

Personal care may include support with:

- washing, bathing, showering and personal hygiene;
- dressing and undressing;
- continence and toileting needs;
- eating and drinking where this forms part of personal care or assessed support;
- mobility, transfers and moving and handling;
- medication prompting, support, administration or monitoring where agreed and risk assessed;
- welfare checks linked to personal care, safety or assessed need;
- health appointment prompts and support to follow professional advice;
- support following hospital discharge or a change in health needs.

Phoenix Support may also provide wider non-regulated support as part of a person's support plan. This may include outreach support, community access, emotional support, daily living support, tenancy-related support, appointment support, budgeting support, welfare monitoring and support to maintain routines, relationships and meaningful activity.

Where a package includes both regulated personal care and non-regulated support, Phoenix Support will make this clear in the person's care and support plan.

Services may be funded by Kent County Council, privately funded, or otherwise commissioned. Funding, fees, support hours and contractual arrangements will be agreed before the service starts wherever possible. Where a person lives in supported accommodation, tenancy or housing arrangements remain separate from Phoenix Support's care and support responsibilities.

## Part 8: Assessment, care planning and review

Before a service begins, Phoenix Support will gather and review relevant information, which may include:

- referral information;
- local authority care and support plans;
- risk assessments;
- behaviour support plans or trigger plans;
- medication information;
- health conditions and communication needs;
- safeguarding information;
- mental capacity and consent information;
- moving and handling needs;
- funding and commissioning arrangements;
- family, advocate or representative involvement.

Each person will have a person-centred care and/or support plan. Plans will be reviewed regularly and whenever there is a significant change in need, risk, health, mental capacity, safeguarding concern, incident, complaint, hospital discharge, medication change, behaviour change or professional advice.

Phoenix Support will seek to involve the person and, where appropriate, their family, advocate, representative, commissioner and relevant professionals in planning and review.

Where appropriate, a named worker, key worker or office contact may be identified to help coordinate communication, reviews, appointments, concerns and day-to-day support planning.

## Part 9: Staffing, recruitment and training

Phoenix Support recruits staff through checks appropriate to the role, including identity checks, right to work checks, references, enhanced DBS checks where required, employment history checks, induction and probation.

Staff receive induction, training, supervision and competency checks relevant to their role and the needs of people they support. Training may include safeguarding, medication, moving and handling, first aid, infection prevention and control, health and safety, food hygiene, fire safety, mental capacity, autism, learning disability, dementia, mental health, epilepsy, diabetes, record keeping, conflict resolution, lone working, equality and diversity, professional boundaries and data protection.

Additional training is arranged where a person's individual needs require it.

## Part 10: Safeguarding, complaints and Duty of Candour

Phoenix Support is committed to protecting adults from abuse, neglect, exploitation and improper treatment. Staff are expected to report safeguarding concerns immediately. Phoenix Support will work with the relevant local authority safeguarding team, police, NHS, commissioners and CQC where required.

Phoenix Support welcomes complaints, compliments and comments from people who use the service, families, representatives, advocates, professionals and other stakeholders. Phoenix Support will maintain a separate Complaints, Compliments and Comments Policy for people using the service and those acting on their behalf.

People will be supported to raise concerns in a way that is accessible to them. Complaints will be recorded, investigated, responded to and used to improve the service. Where a complaint relates to safeguarding, abuse, neglect, serious injury, Duty of Candour or a notifiable event, Phoenix Support will take appropriate action and notify relevant bodies where required.

Phoenix Support will comply with Duty of Candour where a notifiable safety incident has occurred. This includes being open and honest, providing an apology, explaining what is known, taking action to reduce further risk and keeping accurate records.

## Part 11: Accessible information and communication

Phoenix Support will identify, record, flag, share, meet and review people's information and communication needs. This may include easy-read information, pictorial information, verbal explanations, large print, communication guidance, support from representatives or advocates, and other reasonable adjustments.

Phoenix Support will support people to understand information about their care, make choices and participate in decisions about their lives.

## Part 12: Quality assurance and governance

Phoenix Support monitors the quality and safety of the service through governance systems such as:

- care plan and risk assessment reviews;
- service-user quality reviews;
- medication audits;
- log note audits;
- incident and accident reporting;
- safeguarding reviews;
- complaints and compliments monitoring;
- staff training and competency checks;
- supervision and welfare checks;
- business continuity planning;
- management review of themes, trends and actions.

Phoenix Support uses feedback, audits, incidents and complaints to identify learning and improve the service.

## Part 13: Business continuity

Phoenix Support maintains business continuity arrangements to support safe service delivery during disruption, including severe weather, staffing shortages, transport disruption, office closure, power failure, system failure, cyber incident, medication disruption, infection outbreak, property access issues or other major incidents.

Phoenix Support prioritises people who would be at greatest risk if support were delayed or disrupted, including people with time-critical medication, high-risk medication, rescue medication, food or hydration prompts, double-up care, safeguarding risks, self-neglect risks, mental health deterioration risks, or who cannot safely remain alone if a visit is missed.

## Part 14: Linked policies and procedures

This Statement of Purpose should be read alongside Phoenix Support's relevant policies and procedures, including:

- Safeguarding Policy;
- Management of Medicines Policy;
- PRN Medication Policy;
- Accessible Information Standard Policy;
- Equality, Diversity and Inclusion Policy;
- Complaints, Compliments and Comments Policy;
- Duty of Candour arrangements;
- Accident and Incident Reporting procedures;
- RIDDOR Policy;
- First Aid Policy;
- Health and Safety Policy;
- Lone Working Policy;
- Violence and Aggression at Work Policy;
- Workplace Trauma Policy;

- Data Protection / GDPR Policy;
- Mobile Phone Policy;
- Professional Boundaries Policy;
- Whistleblowing Policy;
- Emergency and Business Continuity Policy and Plan.

## Part 15: Review and version control

This Statement of Purpose will be reviewed at least annually and sooner if there is a change to the registered provider, registered manager, nominated individual, regulated activity, registered location, service model, CQC guidance or legal requirements.

Where CQC must be notified of a change to this Statement of Purpose, Phoenix Support will ensure the required notification and updated document are sent within the required timescale.

Version	Date	Summary of change
V3	August 2022	Previous Statement of Purpose
V4	May 2026	Updated to reflect current CQC-style structure, provider details, registered activity, location, registered manager, leadership, service model and governance arrangements