



## The Customers

Customer service and timely delivery of support is important to us at Break Barriers, and as such we ensure that our staff get to their respective clients on time. Customers enjoy the timely provision of care and support, made possible and sustained through the provision of quicker and convenient transportation for our staff when needed.

Our staff and customers are not just lumped on each other. We spend time to understand each customer and staff, set up meetings between the carers and the customers to establish rapport and ease up the tension or concerns the customer as well as the staff might have before being matched. We also ensure that once both customer and staff are appropriate for each other, the carer-customer relationship is maintained as long as possible. This is to ensure consistency of service delivery and quality continuation of care and support.

Also, new staff are adequately prepared not just in terms of relevant trainings, but also by exposing them to the necessary routes to get to the clients address seamlessly. This helps in building the confidence of new staff. This also means that our customers are reassured that meeting their care and support needs, and timely too, is our priority.

## What the Service Users Want

- 01 To be treated with respect and dignity
- 02 To be in control of the care and support provided
- 03 To be part of their care and support planning
- 04 To be listened to and understood
- 05 On time service delivery
- 06 To be cared for and supported by dedicated, compassionate and kind individuals
- 07 The provision and delivery of the highest possible standard of support and care

## What Break Barriers Delivers

- 01 Real-time monitoring of customers' schedules and provision of swift transport when needed to ensure on time delivery of service
- 02 Trained staff who are compassionate, kind, with professional values that treat customers with dignity and respect
- 03 Person-centered care and support planning, with customers at the centre and in control of the services provided
- 04 Tailoring services according to every customers' needs
- 05 Open door and transparent leadership and management that is responsive to customers' unique and changing needs
- 06 Carer-customer match making based on the customers' preference and care and support worker's skills
- 07 Performance monitoring and improvement to ensure the highest possible quality of care and support

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## These are what people have to say about our services

Break Barriers have always given my daughter excellent one to one support. Their support is bespoke and meets her complex needs. The staff and management are supportive, professional, courteous and friendly, and always work hard to address all issues holding the needs and wishes of the service user to be of paramount importance.

**Dawn P** (Mother of Client) March 2018

Break Barriers have managed a few people who I have struggled to find appropriate services for, either due to their behaviour or demands on their services. Break Barriers have always taken on these challenges and provided effective care to people, meeting their needs in a positive way.

**A health professional**

The professional set up from home visit with risk assessments being carried out to organising those important first visits of introduction and a step by step carefully laid out plan and continuous support from management to see that the plan is going well the staff are so calm and considerate to the person's needs. We can't thank Break Barriers enough.

**Stephen D** (Father of Client) March 2018

I have had the pleasure to work closely with Break Barriers Care Agency on numerous occasions over the past 18 months and I have witnessed them providing excellent care for patients with terminal neurological conditions, and supporting them to end of life.

**A health professional**

I believe the care agency has been integral in keeping many of these vulnerable patients at home (their preferred place of care and death) and supporting them to have some quality of life in their last few months.

**A health professional**

There was no risk to [relatives]", when they were receiving support. A professional involved with the service told us, "They [the service] have always responded appropriately to any issues including safeguarding concerns raised.

**A Client's relative**

## Break Barriers Fact Check

### Year founded

2009

### Founder

Andrene Lewis-Longwe

### CQC latest rating

2011 GOOD

2013 GOOD

2015 GOOD



### Growth

- We have grown from a micro service to a family run organization

- We have focussed on building a solid foundation before we opened the doors to more customers

- We have multiplied our customers and staff intake and requests for us to take on more budgets based on our performance rating has increased over the years.

### PARTNERS



Break Barriers

Because your choice and control matters

NOTTINGHAM

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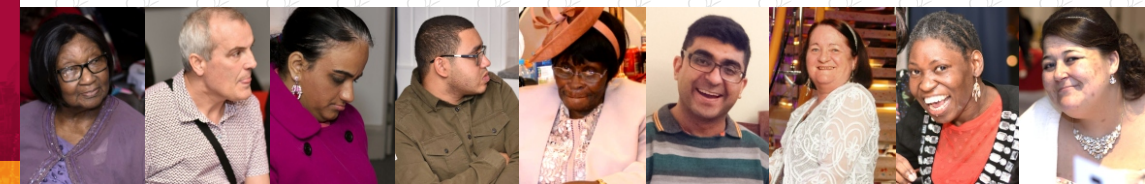
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# WE ARE OUTSTANDING

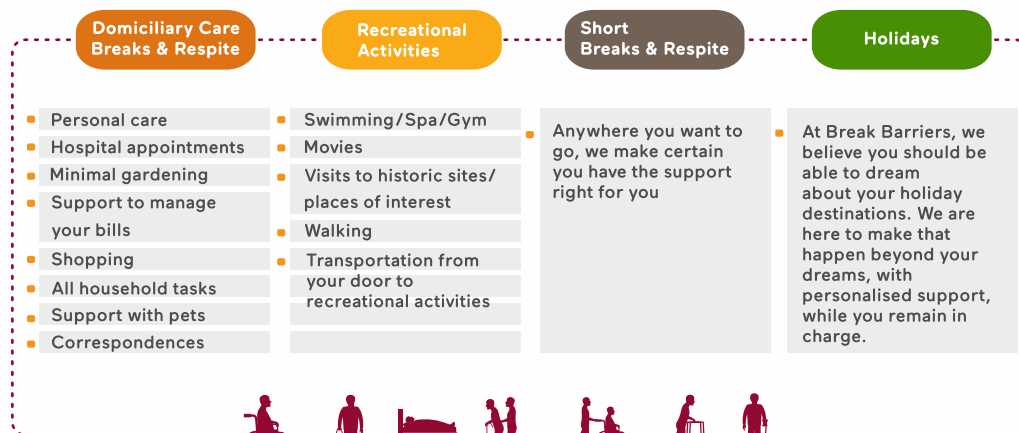
Care and Support, Tailored to Suit You at Home or Away

Break Barriers  
Because your choice and control matters  
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## A Complete Solution



Break Barriers services with the person-centered and staff-centred approach provide a complete solution that fulfils our customers' care and support needs, from personalised planning where the expression of needs and preferences are encouraged, to timely delivery of agreed services.



## The Staff

Break Barriers consists of over 40 dedicated staff that are kind, and compassionate. Each staff is trained to involve and treat clients with respect and dignity; consistently motivated towards continued learning and innovation. For the staff, it is all about first understanding the clients and their needs and then to deliver care and support that are so tailored to meet their needs.



## The Leadership/Management

The leadership and management is committed to both the staff and client. Leading in ways that foster responsiveness to not just the client's needs, but also to staff needs. We are convinced through years of experience that our staff are assets to because without the right staff with the right mind-set and professional values, it will be impossible to deliver and maintain outstanding service delivery. We understand that when our staff fail in the field we all have failed. Therefore, we make certain that our staff have a say about the hours and shifts they work, and the condition in which they work we do well to respond to their needs right from the moment they join our organisation. When it comes to keeping our promise to our clients it's a collaborative effort, all hands are on deck to enable our staff perform exceptionally and on time too.

We recruit staff on based on value as opposed to academic qualification. This is not to say that academic qualifications are not useful to the delivery of care and support. However, we look for individuals who are dedicated and have personal and professional values that resonate with our goals and mission. We believe that anyone with the passion to care and support others towards independence can be trained to acquire the necessary skills, therefore, personal values and motivation are most desirable.

We consistently seek ways to inspire and motivate our staff to see care as a means of delivering value and empowering the vulnerable. We demonstrate this by providing needed support, whether personal or professional to help them progress and improve their performance.



## What Break Barriers' Staff Enjoy

- Tailored shifts that suit you
- Transportation for when it's hard to get around
- Training and personal development support
- Career-client match making
- Conducive working conditions
- Open and fair management culture
- New staff prep and support
- Consistent shift patterns



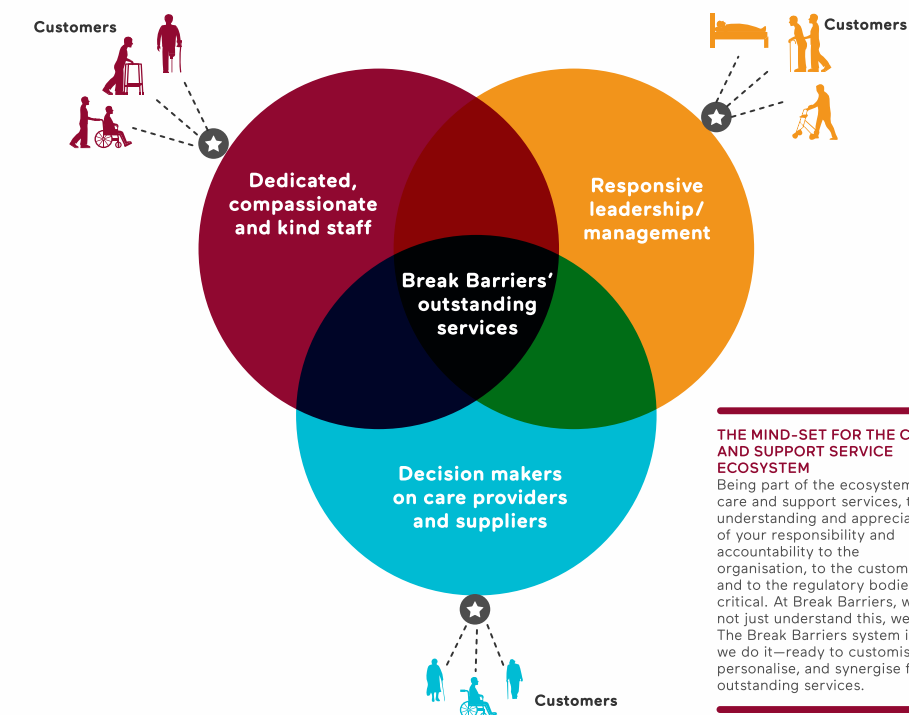
## The Decision Makers on Care Providers and Suppliers

The decision makers on care providers are our links to individuals who need our services. Similarly, our suppliers of the consumables, including personal protective equipments, make it possible and easier for us to provide safe and efficient services, whilst offering protection to both our staff and services customers. Building sound and effective relationships with these partners is vital to maintaining our standard of service. These connections contribute to our mission to remove the barriers that disabilities and illnesses have created with synchronised services that make delivery of outstanding care and support our nature.



## The Break Barriers System

With its excellence-centered approach, Break Barriers is constantly at work throughout the ecosystem of care and support services—including all stakeholders who are crucial to the delivery of consistent value to every customer. By so doing, customers get what they want—the high quality care, support and experience they deserve.



## What Break Barriers Does and the Mission

Break Barriers is a domiciliary care agency which supports people in their own homes living in the Nottinghamshire area.

**The mission** is to deliver high quality designed services to enable disabled customers to participate in activities that non-disabled people take for granted. At Break Barriers we will support your choice while you stay in control. This is done by bringing together the three key elements needed to deliver a quality care and support to a wide range of customers: the staff, responsive leadership/management, and decision makers on care providers, and suppliers. Our system is designed to foster a synergy with these elements to satisfy the increasing demand for personalised quality care and support.