

## **Mission Statement for Living Glory Social Care**

At Living Glory Social Care, our mission is to deliver compassionate, person-centered health and social care that enhances the well-being, dignity, and independence of every individual we serve. Through dedicated and skilled staff, we are committed to providing the highest standards of care, fostering trust, respect, and collaboration with clients, families, and communities. We strive to create a positive impact on the lives of those we care for, empowering them to live with purpose and comfort in their own homes and communities.

## **Vision, Aims, and Strategy for Living Glory Social Care**

### **Vision**

To be a leading provider of compassionate, high-quality health and social care services, empowering individuals to live with dignity, independence, and respect within their own homes and communities.

### **Aims**

1. **Deliver Exceptional Care:** Provide person-centred care that meets the unique needs and preferences of every client, enhancing their quality of life and well-being.
2. **Achieve Regulatory Excellence:** Consistently meet and exceed the highest standards of care set by regulatory bodies, ensuring full compliance and continuous improvement.
3. **Empower Clients and Families:** Work collaboratively with clients, families, and caregivers to ensure that care is tailored to individual needs, giving clients control and choice over their care decisions.
4. **Invest in Our Workforce:** Develop a well-trained, motivated, and compassionate team of care professionals who are supported to grow and succeed in their roles.
5. **Sustainability and Growth:** Build a financially sustainable organization that balances growth with the highest standards of care, while exploring new service areas and innovations.

### **Strategy**

1. **Person-Centred Care Delivery:** Implement individual care plans that prioritize the health, emotional well-being, and independence of each client. Use ongoing assessments and feedback loops to adapt and improve care delivery over time.
2. **Compliance and Quality Assurance:** Establish a rigorous internal auditing and quality assurance system that regularly reviews performance against CQC standards and other regulatory requirements. Invest in staff training and technology to ensure continuous compliance and improvement.
3. **Client and Family Engagement:** Strengthen communication and relationships with clients and families by offering regular consultations, updates, and accessible feedback mechanisms. Empower clients to take an active role in their care plans, fostering trust and partnerships.
4. **Staff Development and Well-Being:** Focus on recruiting and retaining skilled, passionate care professionals by offering continuous professional development, competitive compensation, and a supportive work environment.
5. **Expand Service Offerings:** Diversify into new service areas such as specialist care, respite services, and rehabilitation to meet the changing needs of the community. Explore partnerships and collaborations to expand the company's reach and impact.

By aligning with this vision, Living Glory Social Care will build a reputation for excellence, compassion, and reliability in health and social care, ensuring that the needs of both clients and staff are met for years to come.

### ***Registered Manager and Directors***