



## AN INTRODUCTION TO ELCAP

### ABOUT ELCAP

ELCAP is a Scottish charity which provides care and support for individuals who are affected by learning disabilities, physical disabilities and mental health problems. We are passionate about making a real difference to the individuals we support, by enabling them to live better, more independent lives within our community.

We are proud to serve the communities of East Lothian and Midlothian, where we provide over 10,000 hours of community-based and respite support each week.

With over 300 dedicated members of staff and an annual turnover of £10 million, ELCAP is a sizeable organisation, with ambitions to grow.

### OUR VISION

Our vision is that everyone, no matter what their individual support needs, is able to live to their full potential and be an active and valued member of our community.

### OUR MISSION

Our mission is to become the recognised gold standard in social care by empowering the individuals we support, our staff and our community to grow and succeed.

## WHAT DOES ELCAP DO?

- We support individuals to manage or overcome challenges and lead rich and varied lives.
- We tailor our support to the needs and wishes of the individuals we work with.
- We identify the abilities, knowledge and skills of the individuals we work with and help them to realise their potential.
- We enable the individuals we work with to be as independent as possible and encourage them to play an active part in their community.
- We collaborate with organisations which can help us make more of a difference to the individuals we work with.

## HOW CAN PEOPLE GET SUPPORT FROM ELCAP?

Most of the individuals we support are referred to us by our local Councils and Health and Social Care Partnerships. Referrals are made following an assessment of people's support needs, including the difference support will make to their lives.

Some people access our services through Self-directed Support.

## WHAT DIFFERENCE DOES ELCAP MAKE TO PEOPLE'S LIVES?

The individuals we support, and their carers and families, are best placed to describe the difference we make. Here is what some of them told us:

- "Astounded by the dedication of the team."
- "Friendly and professional and very caring."
- "I cannot speak highly enough of the care they give."
- "Management respond very quickly to any questions we have."
- "Team of carers could not be better."

## HOW IS ELCAP REGISTERED AND REGULATED?

ELCAP is registered with the Care Inspectorate, which is a scrutiny body which looks at the quality of care in Scotland to ensure it meets high standards. Most of our staff are registered with the Scottish Social Services Council, the regulator for the social service workforce in Scotland.

ELCAP is a company limited by guarantee and a Scottish charity, which means we are registered with Companies House and the Office of the Scottish Charity Regulator.

## DOES ELCAP HAVE TO MEET ANY QUALITY STANDARDS?

The quality of our services is assessed regularly by the Care Inspectorate. Our most recent inspection was in June 2019, when our services were graded as follows:

- Quality of care and support: 5 (Very good)
- Quality of management and leadership: 5 (Very good)

Our ability to provide high quality care and support relies on us having staff who are innovative, motivated and skilled. That's why we are proud to have achieved Platinum accreditation against the *Investors in People* standard.

As an organisation which is committed to continuous improvement, we use the *EFQM Excellence Model*. We are *Recognised for Excellence*.

## WHAT'S IT LIKE TO WORK FOR ELCAP?

We employ over 300 staff, with most people working for 18, 30 or 39 hours per week. Here are some statistics about the colleagues who work for ELCAP:

- 98% of staff say they enjoy working for ELCAP.
- 94% of staff say they are treated fairly at work.
- 91% of staff say they are valued at work.
- 67% of staff are female and 33% are male.
- The age range of staff is from 18 to 72.
- The average length of service is seven years.