



# Domiciliary Care Services by My Homecare

Telephone - 0330 0415485

Email - [info@myhomecare.co.uk](mailto:info@myhomecare.co.uk)

[www.myhomecare.co.uk](http://www.myhomecare.co.uk)







## Our Service

Our service is designed to meet your needs, allowing you to make the decisions on how you would like to live your life.

You may need assistance with personal care on a morning or evening?

You may need help once or twice a week with domestic chores and laundry?

Our service is individual to you and available 365 days a year, up to 24 hours a day.

We provide care when you most need it and for the length of time you need.

Our care services should be considered as first class and we will accept providing no less.



## Our Care Staff

Our care staff are chosen following a rigorous recruitment process. All carer work references and history are checked and they are fully insured to be working in your home. Trained to a high standard, your carer will be consistent and will soon get used to your likes and dislikes

Before the start of your service our manager will discuss your requirements with you and together, we will devise your care support plan. When you arrange to meet our manager she can answer all your questions and help with any concerns you may have.

You will have access to our care manager whenever you require. They will be your point of contact at all times and will offer full support at any time.

We have experience of supporting many people. You may be young or old, you may require short or long term assistance. Our visits can be from half an hour duration or as long as is needed.





## Our General Services

Our general services include :-

*Support Services -*

meal provision

cleaning

laundry

shopping

companionship

accompanying to appointments

pop in security visits

personal care-bathing, showering

assistance with dressing

medication assistance

sitting services

over-night care

24 hour care.

We have extensive experience supporting people and managing care services for dementia sufferers and their family. Our specialist carers are trained and care support plans are overseen by our manager who has many years experience in care.

Registered with the Care Quality Commission, Care Inspectorate and accredited with the local authority we have experience managing specialised care. Our care staff can provide specialist services including neurological conditions such as brain injury and spinal injury.

Our client management involves a comprehensive process of assessment, planning, implementation and evaluation, that works to ensure each person and their family receive the level of care that they need. Our case management system ensures the care received is of high quality. On-going reviews are recorded and any changes made to care support plans are implemented so as to improve our clients well being.

## Quality Assurance

My Homecare quality assurance programs ensure we perform a number of care reviews from day one. We will stay in touch so we know you are happy with the service.

## Complaints or Concerns

We operate a complaints policy. This will be further explained by our manager upon her visit. It is designed so we always strive to maintain the best possible care service for yourself or your loved one.

## Cost of Service

We will provide a full written breakdown of costs. Often your care can be subsidised by the local authority and we will help you get in touch so as to explore this possibility.

Ultimately the real value of our care services is that it enables people to continue living safely and as independently as possible in their own home.





## The Next Step

**Phone us and have a chat about what type of care you might need on**

**0330 0415485**

We will arrange a convenient time and come and visit you. Here we can discuss details of your individual care plan.

Your support plan can then be built including the visit times, length and roles for our care staff. We like to arrange for the care staff to meet you for an introduction before your care services commence.

Once our services have started we will review your care and keep in contact with you to ensure you are happy with our service and care staff.



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