Elite Domiciliary Care Pvt Ltd
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CareQuality Commission

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Elite Domiciliary Care Services Brochure

CareQuality Commission
Overall **Good**

- *Safe*
- *Effective*
- *Caring*
- *Responsive*
- *Well-led*

Our Mission

To provide the highest quality of care, providing care that is consistent, compassionate and one which inspires the confidence of our users.

To ensure that the highest level of care is accessible and affordable by those who wish to be cared for in their own home.

Welcome to Elite Domiciliary Care Pvt Ltd.

Dear Reader,

Thank you for taking the time to review Elite Domiciliary Care Pvt Ltd' brochure detailing the care and support we offer.

Elite Domiciliary Care Pvt Ltd was founded in February 2018 to assist our clients to maintain control over their lives. The guiding principles behind everything we do are set out in our Mission Statement and Charter.

We believe passionately in the significance of our work and feel it should have a positive result on the lives of our clients, their families and the communities that we serve. Our objective is to deliver excellent care with dedication and to see our clients' live life to their fullest Potential.

I hope that you will see from the pages that follow that the Elite Domiciliary Care Pvt Ltd team is here to help.

CQC Registered Manager.

Introduction

At Elite Domiciliary Care we pride ourselves on offering the highest quality care and support possible; regardless of our client's level of need or dependency. Our main aim is to assist those we look after to remain in their own home for as long as they wish with respect, dignity, privacy, independence and control over their life.

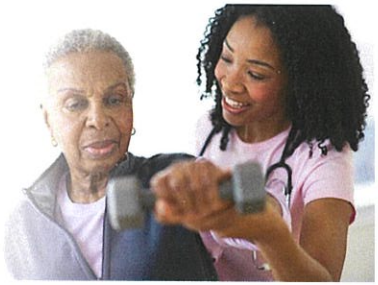
Our Charter

- To provide the Highest Quality Care and Support Possible
- Treat People with Respect
- Encourage Independence and Self Fulfilment
- Embrace Individuality
- Enhance Self Esteem
- Preserve Dignity
- Support Self Expression
- Recognise the Right to Take Risks
- Promote Freedom of Choice
- Continually Improve our Services
- To provide care with courage and compassion

Our Services

We provide generic services for those with needs due to frailty as well as specialist services for those with more complex needs. Our services include;

- Personal Care
- Social Care & Companionship
- Learning Disabilities
- Supported Living
- Mental Health
- Complex Care



Our Team

At Elite Domiciliary Care, we take great care in selecting and developing our team. We aspire to employing the best people and adopt a team approach that helps deliver the highest standards and provision of care and services.

Recruiting the right people is a fundamental part of our success. Our care teams not only need knowledge, skills and experience in the ways of best practice, but also need empathy, warmth, compassion and excellent listening and communication skills. A genuine understanding of service users' needs is required to ensure that people benefiting from our services have the best quality of life possible in order for them to live to their fullest potential.

As well as an in depth induction programme, our care teams receive specific training to reflect our client's personal needs. All of our training focuses on promoting empathy and understanding with strategies employed to promote wellbeing. Below is a list of all the mandatory training:

- Induction
- Fire Safety
- Food Hygiene
- First Aid
- Health & Safety
- Infection Control
- Manual Handling
- Safe Guarding (Protection of vulnerable adults)
- Mental Capacity/Deprivation of Liberty Safeguards
- Specialised training as required
- Continuous E-Learning Training

Personal Care

Our personal care services can help you with activities of daily living, which you would normally undertake for yourself, but are unable to due to illness, disability or frailty. We assist with:

- Mobility
- Medication reminders/Assistance
- Toileting and incontinence
- Bed Routine
- Bathing
- Oral hygiene
- Grooming
- Dressing
- Special Diet
- Eating/Meal Times
- Posture and positioning of customers
- Household Tasks

Companionship Care

The comfort we feel in our home is like no other. It is the place that we feel most relaxed and happy. However, as family members grow up and move in to their own homes, you may find your house isn't as busy as it once was and there aren't as many people around to give you that extra hand when you need it.

Our companionship service gives you the support that you need to live independently, providing you with the assistance of a Healthcare Assistant or Support Worker at times to suit your convenience. Your Carers will provide company and conversation as well as providing support with household and social activities.

Our companionship service is most suited to individuals who will benefit from having the reassurance that someone is there with them to offer support when it is needed. It also provides peace of mind for family members who are unable to regularly visit, as they know their loved one is being cared for.

Our service is tailored to your individual requirements and you can decide which activities you receive support with and when. Should you need to alter the level of care that you receive, we will be happy to arrange this for you. We can provide support in a number of ways including:

- Company
- Household Activities
- Daily Routine
- Day Trips Out
- Social Activity

Supported Living

Our Supported Living Services is designed to provide 24-hour care to help people with reduced ability to care for themselves, enabling people to continue living in their own homes.

Supported living is the provision of support to people living in their own homes within the community to enable them to live as independently as possible and to maintain their tenancies. At Elite Domiciliary Care we work hard to promote independence so that support can gradually reduce as the service users become more capable of managing on their own. Elite Domiciliary Care respects the fact that each person is an individual and will assist in the preparation of a Person-Centred-Plan and thereafter in providing support, will monitor the outcomes achieved from the plan. Service users who need personal care can also be accommodated within Elite Domiciliary Care services using our Domiciliary Care Service.

Quality Assurance

We follow a strict recruitment procedure to ensure that all of our Domiciliary Support Workers are compliant with the Care Quality Commission (CQC).

We undertake closely monitored compliance reviews to ensure that all of our Support Workers have the relevant qualifications and experience necessary for the service that they will provide. This includes Enhanced Criminal Records Bureau (CRB) checks, health declaration, working history, detailed reference checks and annual reviews with relevant registration bodies to ensure fitness to practice. We provide regular supervision including recorded one-to-one meetings every twelve weeks, spot checks, observations and annual appraisals. This ensures that all of our care staff continuously advance their skills whilst continuing to deliver an excellent standard of care.

Learning Disability (Adults)

Your choice for the life you want

At Elite Domiciliary Care, we want the people we work with to live their lives their own way and to realise their potential, whatever their impairment or disability. You don't have to live your life any differently because you need a little extra help. What we want is to make your life easier, supporting you to do the basic tasks of daily life, so you can focus on the big things.

We are committed to empowering individuals with Learning Disabilities by enabling them to develop daily living skills and relationships as well as by increasing their confidence. Our step-down models make it possible for people to transition through the different levels of service we offer towards increased independence.

Through individually tailored packages of care and support, Service Users can build the skills required to move from residential care to supported living and, eventually, to their own flat, where they can be supported by our Domiciliary services.

We will talk to you, your family or other people important to you, to decide on the best way we can help and create a support plan that fits you and your life exactly. Our Care Support workers can help you with everyday tasks, like getting up, washing, and personal hygiene and bedtime routines. We can also help with things like shopping, making a meal, laundry and cleaning.

We believe that being involved in your local community contributes to your general health and well-being, so we can support you to do this in ways including accompanying you to attend religious services or social events, taking part in activities you're interested in, meeting family and friends, or staying in touch via letter or email, or collecting prescriptions.

We can also help you to manage your medication routine, look after your money and help you get used to being at home again after you have been in hospital. Our services are designed to be as individual as you are, from short-term support following an illness or stay in hospital, to long-term support for as long as you need.

What is available?

This service aims to help people with learning disabilities to live as independently as possible and involve them in making decisions and choices. The service is organised through our Learning Disabilities Team and helps people with learning disabilities with the following:

- Personal care (washing, dressing, toileting)
- Choosing what to wear and getting dressed
- Laundry (loading the washing machine, dry cleaning)
- Eating, drinking and preparing meals
- Shopping
- Finance and paying bills
- Medication
- Attending appointments
- Getting out and about

Adults with Mental Health Needs

Personalised support for every individual. We all value our independence but sometimes a short or long-term mental health condition can make it more challenging to live independently. In these circu mstances, Elite Domiciliary Care support can make a real difference to your life and well-being.

Together, we will look at ways we can support you, then help you make the choices that give you control over your life and your mental health. If your needs change, we'll adapt our home support to meet your new circumstances.

Our support workers can assist with tasks that you might be finding difficult or challenging, such as personal care, cleaning, cooking. We can also support you take part in activities that will benefit your general well-being, such as meeting family and friends, sports or leisure, working full or part-time, volunteering, or continuing your education. We can also provide more complex care support, including managing medication and rehabilitative support at home after a hospital stay or a period of poor health. For your own safety reassurance, and that of your family and other people close to you, our support workers are trained and experienced in managing challenging behaviour.

Frequently Asked Questions

Can you support me for only a short amount of time each day?

Our minimum duration of visit depends on your care requirements and where you are specifically located. Should you require short visits, please contact a member of our Care Team who will be able to advise how we are able to help you.

What if I only require support with my household chores?

As part of your care package, your Domiciliary Support Worker can support you with everyday activities including light household chores, such as laundry, washing up and hoovering. Unfortunately, we do not provide solely domestic support without supporting any healthcare requirements. If you only require support with household chores we would then on the basis of agreement with you or relatives design a different set of plan and contract which reflects your needs and a different set of fees and hours will also apply.

Can your Domiciliary Support Worker help me with my pets?

Whilst our Domiciliary Support Worker will do everything they can to support you, we cannot guarantee support with your pets. If you do require help with looking after your pets, we will do our utmost to match you with Domiciliary Support Worker who feel comfortable doing so.

How soon can my care service start?

Our service can often commence within 48 hours of your initial enquiry. Upon receiving your enquiry, we will arrange for an Assessor to visit you in your home and carry out a full assessment of your care requirements and a risk assessment to ensure your safety. A personalised care plan will be produced for you, which we will finalise with you and your family, making sure that you are happy with every aspect. We will select Domiciliary Support Worker to provide your care based on your needs, personality and preferences.

We understand that in a crisis situation you need us to react quickly to allow a care package to start immediately. In such circumstances we will simplify our service delivery process and carry out an immediate assessment in order to facilitate a faster response.

If you have any further questions, please contact our Care Team at Elite Domiciliary Care today.

Next Steps

Regardless of an individual's ambition, Elite Domiciliary Care creates the opportunities and provides the support required to start the process.

For a free assessment or more information please contact us:

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