



## The Homecare Process

### The initial visit

Our friendly team will answer any initial questions you may have. We will arrange a convenient time to come and visit you at home to discuss your requirements.

During the visit we tailor your care package to meet your needs. Your wishes and preferences are at the heart of the process.

We will devise a person centred care plan, including information about yourself, family members and friends. We will also complete risk assessments to ensure you and our staff and safe.

### Ongoing monitoring

Once we start your care package, we will monitor the outcomes and gain feedback from yourself and the staff that support you. If the care needs adapting to suit your needs better, we can look at this.

We encourage communication either by telephone or email with our office so that we can continue to support you in the best way possible.

We will arrange regular reviews with yourself and a representative, if you would like one present, this allows us to ensure that your care plan is always up to date.

### Our Homecare Team

We want to allocate the right staff to assist you with your needs. We believe in continuity of care and will aim to give you the smallest team possible to allow you to build a good working relationship with our staff. We do however allow our staff to have annual leave and sickness is unavoidable so at times you may have a new staff member visit you. We will always call you before to inform you.

All of our staff have an Enhanced Disclosure from the Disclosure and Barring Service (in other words a police check). They will all have had mandatory training.