

01223 864 066
www.aclasscare.co.uk

CARE AT HOME

*Quality Care from
A Class Care*



A Class Care
HOME CARE & DOMESTIC SERVICES

01223 864 066

www.aclasscare.co.uk



AClass Care
HOME CARE & DOMESTIC SERVICES

01223 864 066 | www.aclasscare.co.uk

Welcome to A Class Care

Most of us wish to live in our own homes for as long as possible but at some stage in our lives we may need some help and support to do so. You may have this brochure in your hand because you or someone you know needs assistance at home with life's daily activities or personal care. This brochure aims to give you an introduction to A Class Care and explains about the quality service we provide to all of our clients.

A Class Care is a privately-owned, independent company that provides a personalised care approach to our clients. With over 25 years' combined health care experience you will be confident that you or your loved ones are being looked after by a professional and experienced team.

We aim to provide our clients with comprehensive care and support of the highest quality within their own homes. Our services are available to adults in need of assistance and we provide help with all aspects of care including personal care and domestic tasks.

Here at A Class Care we respect the choices you make about the care and support you need and the way it is to be delivered. We provide a flexible service so you can lead your life how you want to. Each package is tailored to suit you. If you want to make changes to the service provided we will help you to do this.

We understand how important it is for you to have a trusting relationship with anybody visiting your home. This is why we endeavour to send the same carers to you throughout the delivery of your care package.

Who we care for

A Class Care is registered with the Care Quality Commission (CQC) to provide services to people with:

- Old age
- Alzheimer's
- Dementia
- Parkinson's
- Learning difficulties
- Terminal illness
- Sensory loss – including those with dual sensory impairment
- Physical disabilities
- Complex care needs
- Mental health issues
- Cancer

A Class Care can also assist with:

- Reablement care – recovery from illness
- Short term care – including hospital discharge

Quality Assurance

We are committed to ensuring the homecare team are meeting our own exacting standards. A rigorous quality performance system is embedded across A Class Care through which our Quality Performance Manager performs thorough monthly audits, bimonthly inspections and annual surveys.

Our goal is to provide clients and their families with peace of mind.

We will formally review the programme of care every six months or earlier should a need arise. We appreciate that things change, including Health & Mobility, and we want to ensure that the care provisions capture any changes and the service meets your exact needs.

Like all registered domiciliary care providers, we are subject to independent inspections and monitoring. The Care Quality Commission (CQC) regulates the care sector and its inspectors perform a thorough, unannounced investigation at least once each year to ensure we are achieving the regulated outcomes under the essential standards of quality and safety.

A Class Care provides a client folder that remains at the home. The folder details every aspect of care provisions.

Examples of documents included are:

- A daily journal detailing the duties that were performed on the day
- Risk assessments
- Daily activities
- Diary of food and fluid intake
- Domestic duties performed
- Medication log

The client folders are screened by our conscientious Registered Manager. This provides peace of mind that you or your loved ones are being meticulously looked after, with both precision and care.





Our Team

Our clients are like family. So are the carers we employ. And because personalities interact differently, we take great care to create a compatible match between each client and carer. You will have peace of mind that you will both work harmoniously together.

RECRUITMENT

When choosing the carers who look after our clients, we look for qualities such as friendliness, kindness, patience, empathy and respect. Each member of the team has to complete a rigorous recruitment process. As well as looking at their qualifications, we request previous employment references and complete an enhanced DBS check.

TRAINING

A Class Care understands the importance of ensuring that all our staff are trained to the highest standard. Each member of staff is required to complete their mandatory training programme. All our staff are trained in fire safety, health and safety, safeguarding adults, care and administration of medicines, palliative care and infection

control to name but a few. We invest in our workforce to ensure that the quality of service and the safety and well-being of our clients is never compromised.

Our staff are regularly supervised and observed delivering care in the homes of our clients by a senior member of the team. We will always ask your permission in advance if we plan to undertake an observation in your home. We greatly appreciate our clients' cooperation in helping us to maintain and improve upon the standards of service we deliver.

A Class Care
HOME CARE & DOMESTIC SERVICES

01223 864 066 | www.aclasscare.co.uk

Companionship Services

- Arrange and attend appointments
- Encourage/stimulate mental awareness
- Chaperone to appointments
- Accompany to social events/holidays
- Assist with entertaining
- Attend club meetings and sporting events
- Participate in hobbies/crafts
- Discuss current/historical events
- Monitoring fluid/diet intake
- Dine together
- Sitting services
- Evening safety checks

Our Services

We offer a range of services to suit each circumstance and budget. The following information is a guide to the kinds of services we are able to offer on a daily basis.

Services, support and care are provided by our friendly and flexible carers at times convenient to you. We can do anything from popping in for 15 minutes, to providing a comprehensive service at any time day or night. Our services are tailored to suit your individual needs and the timings of the care calls required will be discussed with you during your assessment. You can therefore feel confident that you receiving the care that meets your exact needs.

HOME HELP

- Drop off and collect prescriptions
- Provide transportation to appointments
- Cleaning
- Dusting/Vacuuming
- Help with washing/ironing
- Make beds / change bed linen
- Meal preparation
- Prepare shopping list
- Take out rubbish
- Collect shopping
- Wash dishes

- Prepare/clean dining area
- Turn down beds
- Supervise home maintenance

*Mileage cost will be added.

PERSONAL CARE

- Assistance with washing
- Bath supervision
- Assistance with dressing
- Assistance with selecting daily clothes
- Provide grooming
- Shaving
- Administer medication
- Prompt medication
- Change stockings
- Wash/Cream feet
- Assistance with incontinence
- Changing pads
- Catheter care
- Assistance with feeding/drinking
- Post operative care
- Short-term / Long-term respite care
- Hospital discharge care

PERSONAL ASSISTANCE

- Paying bills
- Letter typing
- Arranging trips
- Bill Management

ADDITIONAL SERVICES

- **Waking Nights** – A carer will remain awake all through the night to monitor you or your loved one.
- **Sleep In's** – The carer will stay with you during the night and sleep at your home.
- **Live In Care** – 24 Hour Live In Care service, where the carer will live with you or your loved one, providing care at home.
- **Sitting Service** – The carer will sit with you or your loved one through the day providing companionship or personal care.

The services offered are tailored to meet your needs.

Our list of services is a guide to the kinds of services we are able to offer. However, this list is by no means exhaustive. If you require a service that we haven't listed here, please call and ask us about it. We'll always listen and offer any help we can.



Our Philosophy of Care

We seek to deliver exceptionally high standards of care to individuals whilst respecting and promoting their dignity, choice and independence. The service we provide is built around the following core values:

- **Dignity** – we ensure that everyone is treated with the upmost respect and consideration, at all times.
- **Choice** – we endeavour to give you a wide range of options from which you are free to choose.
- **Independence** – we support and encourage you to live the life you want.
- **Privacy** – all care and support will be delivered discreetly and confidentially.
- **Involvement** – we listen to the wishes of you and your family.
- **Equality and diversity** – we respect individuality, different cultures and beliefs and seek to treat everyone fairly.
- **Person-centred approach** – we assess your needs and put you at the centre of the process, ensuring your views and wishes are reflected in your care plan.



A Class Care

HOME CARE & DOMESTIC SERVICES

A Class Care is committed to providing support that promotes independent living and keeps people in their homes for longer.

If you or a family member feel that we can help, or you would like further information, then please contact our friendly staff today.

A Class Care Ltd
Lancaster House
Capper Road
Waterbeach
Cambridge
CB25 9LY

Tel: 01223 864 066

Visit: www.aclasscare.co.uk

Email: info@aclasscare.co.uk