



Pleasant Home Healthcare

a positive outlook



INTRODUCTION



Pleasant Home Healthcare aims at achieving a positive outlook in our service user's lives by developing a sense of pride and independence in leading their lives in their own homes. Our carers ensure that the elderly and Adults with disabilities, short and long term needs, dementia, mentally and physically challenging behaviour and complex needs receive the support and assistance in enabling them to remain in their home by delivering person centred care with a flexible outcome based approach.

Pleasant home healthcare limited provide services to adults of all age groups consistent with domiciliary Care Regulations (Care Standards act 2008) and Care Quality Commission Outcomes to lead a high standard and quality of service.

AIMS AND OBJECTIVES

Pleasant home healthcare limited aims to provide a high quality and reliable service to our Service user's meeting all the legal requirements of social care and National minimum Standards for domiciliary care provision. We achieve this with our high standard of quality healthcare professionals rendering an effective service of meeting all the specific needs of our service users successfully catering to their freedom of choice and preferences.

Our goal is to make the elderly and vulnerable adults independent and happy in their own homes by enabling them to achieve their inner potential so that they can happily lead a life of self pride, privacy, dignity and peace of mind in their homes and in the community they live in.

We involve and encourage adults to participate in the planning of their care programmes so that we get to learn more about their potentials, drawbacks, abilities, disabilities, risks involved and any other relevant information which helps us making the daily life of the service user at ease and comfortable by hopefully developing a feeling of autonomy over their own homes.



ASSESSMENT, PLANNING AND DELIVERY OF CARE



Care planning will focus on elements such as:

- Finding out what is important to the service user and those people who care about him or her, and what outcomes and goals they wish to achieve
- Understanding how the service user can be supported in having a balance between happy and safe, whilst making the best use of available funding
- What aspirations the service user have and skills they have retained and would like to build upon



INFORMED DECISION MAKING

We ensure that under the Mental Capacity Act 2005 that all practical and appropriate steps are taken to enable a person to make the decision themselves. These steps include the following:

- Making the Service User feel more at ease. For example, are there particular times of the day when a person's understanding is better?
- Communicating with Service User's in an appropriate way. Presenting and explaining information to a Service User in a way that they find easier to understand
- Providing the Service User with all relevant information. For example, if there is a choice, has the Service User been given information on the alternatives?
- Enlisting the help of anyone else who can support the Service User to understand information and to make a choice

“We ensure that sufficient information about the care, treatment and support options will be made available to Service Users to make an informed decision.”



ENABLEMENT APPROACH

Our services enable service users to lead fulfilling lives in their own homes with independence, choice and control over their daily activities by delivering person centred care and achieving positive outcomes. Helping service users to engage little and often so that they build up experiences of success and increase their motivation.

Each package of care is continually reviewed by you, your carer and social and health care professionals to achieve the best possible outcome for you. A team of experienced staff is specifically recruited to meet the needs of each individual service user, taking into consideration age, gender and cultural needs.

ENABLEMENT SERVICE

When you are due an admission to hospital for an treatment we will assess your care needs required at home on discharge to enable you to get back to normal. We will assess your care needs with the other professionals and facilitate your discharge from hospital. We will provide a suitable tailored package .Our live in carers will assist you to hospital appointments and GP's.

24 HOUR LIVE-IN CARE

We deliver 24 hour homecare services not only to older people, but also to younger adults, including people with mental health needs and individuals living with chronic disease such as MS, motor neurone disease or disability resulting from accidents.

We work in partnership with health professionals to develop a 24 hour package of support, enabling people to live more independently at home.

SUPPORTED LIVING

We provide person centred support and believe that quality of life is as important as the care that we deliver. Our supported living homecare living services are aimed at people with varying degrees of learning disabilities, physical disabilities and complex needs.

Our services are available 24 hours a day, 365 days a year and a care and support package can include night sitting. All of our services are flexible and can be tailored to meet your individual needs.

DEMENTIA CARE

There are over 16,000 people under 65 with dementia in UK. They represent millions of families with loved ones who require special care. Our carers undergo a training programme which provides them with the latest in dementia care and homecare techniques, so you can be assured your loved is being cared by a trusted professional.

We aim to provide improved support to both dementia sufferers and their relatives/carers by

- Maintaining a safe environment
- Providing nutritious meals
- Providing mind stimulating exercises.
- Creating social interaction
- Supervising daily activities
- Managing challenging behaviour.

Carers assist with enhancing and restoring the simple pleasures of life, such as spending time in the garden, a walk . These care activities are proven to maximise abilities and independence.



SERVICES WE PROVIDE

We provide care to adults of all age groups from young to old people. All our staffs are trained in the relevant necessary qualifications and will endeavour and work hard to ensure the agreed needs of individuals are successfully met. Our staffs are capable, flexible and adaptable in their working practice to meet the changing needs and services of service users. They all have or are working towards achieving their NVQ2 and NVQ3 in Social health care or related studies.



We provide care services to Local Councils direct Payments service user's, private service users and to other organisations for the following groups of people.

- Adults in need of Palliative care and stroke, Osteoporosis , arthritis.
- Adults with Dementia/mental health problems and Parkinson.
- Adults with Learning disabilities.
- Adults with physical disabilities.
- Adults with Chronic illnesses.
- Rehabilitation
- Adults with Autistic Spectrum,
- Adults and elderly with health difficulties.
- Adults with sensory loss including dual sensory impairment.
- Adults with Brain Acquired injuries, Spinal cord Injuries
- Adults with misuse of substances.

“We cater to services user’s provided from the councils whose care provision is managed by the council or service users on Personal Budgets and Individual budgets who have greater choice in choosing care providers for service users whose care needs are funded by the council and private service users who pay for their own care and procure services directly from us.”



PERSONAL CARE SERVICES

- Assist wake up/Go to bed.
- Assist dress/Undress.
- Assist washing/bathing/showering.
- Toileting, emptying commode.
- Shaving, skin and Hair care.
- Incontinence management.
- Catheter care/Stoma/colostomy care.
- Pressure area/sore care and prevention.
- Palliative care/caring for terminally ill/End of life care.
- Live in Service/Sitting(day/night)/sleepovers.
- Respite care services.
- Alzheimer's care/Dementia care.
- Mobility Assistance.
- Provision of medication assistance and medication prompting.
- Preparation of food/cooking/feeding.
- Emergency call out service.



PRACTICAL CARE SERVICES

- Laundry/ironing and Domestic Services.
- Shopping/Paying Service user's bills/Banking.
- Collecting service user's pensions, benefits, prescriptions and medication.
- Prepare service user meals.
- Blitz/Spring cleaning.
- Housework/Making or changing service user bed/light household duties.
- Assistance with service user's pets.



SOCIAL INCLUSION/ACTIVITIES

- Escort to appointments, , daycentre's / Leisure Centre's, Cultural Events , Religious clubs / places of worship.
- Accompany to outdoor activities like Playing golf, Swimming, going to the pub, Dancing, Eating out, outings, shopping, visits.
- Support with daily living activities, household administration-paying bills, completing forms, letter reading/writing standards

Offer companionship at home/trips/short holidays.

Services are offered to service users with Complex needs, challenging behaviour, acquired brain injuries, Multiple Sclerosis, Cancer, Arthritis, Epilepsy, Parkinson's disease and motor neurons for a range of different premises .For e.g. residential/nursing home, day care/Leisure centers ,hospitals etc..

Services are provided 24 hours, 365 days a year.

We also provide temporary and permanent staff to nursing /residential homes, Day centres/Leisure centres. You can book our staff on hourly basis at the suitable time required by you. We also offer home from hospital and emergency care.

The staff (carer, support worker etc..) supplied are employed, trained, CRB checked (Criminal record Police check) & SOVA(Safeguarding of vulnerable adults) checked by PHH Ltd.,



With the Government planning to personalise adult social care services even further, many people across the country can now access Individual Budgets, Personal Budgets, Direct Payments and Independent Living Fund Payments.

Personal Budgets - This allows a person to have control and choice over how their care needs are met and by whom. It can either be taken as a Direct Payment or left with councils to commission services, or a combination of both.

Individual Budgets - Similar to Personal Budgets, an Individual Budget can be taken as a Direct Payment or left with the council to administer. It can also be given to another organisation to be managed on behalf of the user, or any combination of the above methods, giving the person choice about how they receive and manage their care package.



RECRUITMENT AND SELECTION

We understand that a trained, skilled and capable work force is essential for the well-being and quality care of Britain's vulnerable and elderly. We take keen interest in recruiting carers to deliver this. Our recruitment and selection procedures meets the legislative requirements, equal opportunities and anti-discriminatory practice and all our staff are checked with criminal record bureau to ensure your safety. We try to ensure, through rigorous selection and recruitment procedures, that all potential care staff employees possess the appropriate qualifications and specialist training and ideally some relevant practical experience.

All Staff are provided with written job descriptions identifying their responsibilities and accountabilities and are issued the company's employee handbook which states the requirement of their role and any activities they should not undertake.



TRAINING

Our Staff undergo comprehensive induction procedure covering the safeguarding of vulnerable adults, Mental Capacity Act 2005, Health and Safety etc. They are given fully certified mandatory training in following courses.

- Moving and Handling
- Fire and Safety
- Control of substances hazardous to health
- Basic First Aid
- Infection Controls
- Food and Hygiene

In addition to our standard training package working with health professionals, our care staff receive specialist training, specific to your needs. Eg., dementia, Managing Challenging behaviour , Learning Disabilities / impairments, s Autistic Spectrum, Misuse of alcohol and substances, End of Life Care and Palliative Care etc.

Staff training needs are assessed regularly through supervisions and appraisals. We work towards the Professional development of our staff and offer support to achieve qualifications in health and social care.



OPERATIONAL AREAS

We provide care services to people in their own homes, Care homes, Health trusts, Day Care Centres, Leisure Centres etc., in London borough of Havering, Newham, Essex, Thurrock, Redbridge, Barking & Dagenham, Middlesex and other parts of s United Kingdom depending upon the care package and staff availability.



QUALITY ASSURANCE

Our policy aims at providing high standards of quality domiciliary care in the community. To achieve this we regularly update our business plan every year and policies based on the suggestions and requirements. To ensure that quality services are provided to meet the needs of all service users, we will undertake to monitor services by spot check visits, telephone calls, postal questionnaires (every 6 months) and service-reviews.

All complaints and comments will be taken seriously, investigated promptly and confidentially and resolved quickly as possible. Your feedback is valued and suggestions are taken on board as we strive to continuously improve the company and make our service users happy with our delivery of service. The registered manager will visit the service user in person on a yearly basis and as when need be to discuss the delivery of the service and satisfaction.

The Care Quality commission (CQC) has legal responsibility to perform random and scheduled inspections twice a year to monitor if the service is run in accordance with relevant CQC regulations and standard.



**“Home Health Care,
Care with a Personal Touch.”**

home & health care services
in your home
promoting independence





A member of
United Kingdom Homecare Association Ltd (UKHCA)



Pleasant Home Healthcare

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