



**Safe & Sound**  
Homecare Limited

# **Domiciliary Care Services Brochure**

Safe and Sound Homecare Limited,  
The Annex, 220 Clapgate Lane, Ipswich, IP3 0RH  
Company number registered in England and Wales: 10592245

## Our Mission

“Our objective is the provision of a high-quality professional organisation that is committed to assisting the client to maintain their quality of life and to remain in their own home for as long as possible.”

# Welcome to Safe and Sound Homecare Limited

Dear Reader,

Thank you for taking the time to read Safe and Sound Home care's services brochure which contains details of the care and support we offer.

Safe and Sound Homecare is an Ipswich based service provider, providing home care which assists 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 impact on the lives of our clients, their families, and the communities that we serve. Our objective is to deliver excellent care within your home and take care of your personal and wellbeing needs to a high standard.

I hope that you will see from the following pages that the Safe and Sound Homecare team are here to help.

## Introduction

At Safe and Sound Home 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, independence, and control over their life.



## Our Charter

- To provide high quality care and support possible.
- To treat people with respect.
- Safeguard from harm.
- Encourage independence.
- Embrace individuality.
- Preserve dignity and privacy.
- Recognise the right to take risks.
- Promote freedom of choice.
- Always looking how to improve our services.

## Our Services

We provide services for those with needs due to frailty, physical disabilities, sensory and cognitive impairments.

Our services include:

- Personal hygiene care
- Medication assistance
- Reablement care
- Palliative care
- PEG management
- Respite care/ Sit-in Service
- Double Assist
- Food preparation and serving
- Physical disability assistance
- End of life care
- Hospital discharge assistance

## Our Rates

Weekdays - £24.50 per hour

Weekends - £26.50 Per hour

Bank Holiday – Rate x 1.5 Per hour

## Our Team



### At Safe and Sound

Homecare, 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 clients' needs is required to ensure that people benefiting from our services have the best quality of life possible.



As well as an in-depth induction programme, our care teams receive specific training to reflect our client's personal needs. All our training focuses on promoting empathy and understanding with strategies used to promote wellbeing.

Below is a list of all the mandatory training:

- Induction
- Medication
- Food Hygiene
- Health & Safety
- Infection Control
- Manual Handling
- Safeguarding (Protection of vulnerable adults)
- Mental Capacity/Deprivation of Liberty Safeguards
- Equality & Diversity
- Information governance
- Dementia awareness
- End of life care
- Palliative care

- GDPR
- Learning disability awareness
- ASD awareness
- Disability awareness



## 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 can assist with:

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

## Quality Assurance



We follow a stringent recruitment procedure to ensure that all our Care workers are compliant with the Care Quality Commission (CQC).

We undertake rigorous compliance reviews to ensure that all our Care Workers have the relevant qualifications and experience necessary for the service that they will provide. This includes Enhanced Disclosure and Barring checks, health declaration, working history, detailed reference checks and annual reviews.

We provide regular supervision including recorded one-to-one meetings every 12 weeks, spot checks, observations, and annual appraisals. This ensures that all our Care workers continuously advance their skills whilst continuing to deliver an excellent standard of care.

We contact our clients every 3 months to complete a survey; these surveys allow the organisation to measure its performance and gives you the client an opportunity to let us know how we can improve our services.

## Frequently Asked Questions



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

Our minimum duration for a visit is 30 minutes, it also depends on your care requirements and where in Ipswich you are 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 care 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 advise you to contact a local domestic agency who should be able to offer this level of support at a much lower cost.

## **Can your Domiciliary Support Worker help me with my pets?**

Whilst our Care Workers 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 a Care Worker who feels 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 Tailor a Care Worker to provide your care based on your needs, personality, and preferences.

We understand that in a crisis 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 to facilitate a faster response. If you have any further questions, please contact our Care Team today.

# Next Steps

Regardless of an individual's ambition, Safe and Sound Homecare creates the opportunities and provides the support required to start the process.

For a free assessment or more information, please contact us:

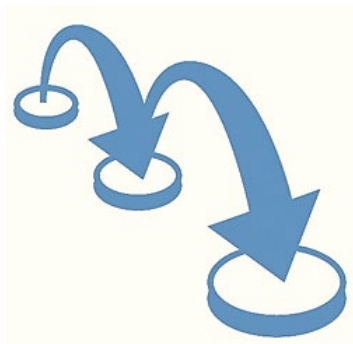
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## Who we work with



## Accessibility

If you require this document in alternative formats such as large print, braille, audio transcribed, or a different language please call 01473 526321



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