

Carers and Companion Housekeepers

Residential Daily Temporary Permanent
Nationwide

Fact Sheet

1 Full details are taken of your:

- 📖 Care Requirements.
- 📖 Your Daily and Weekly Routine.
- 📖 Hobbies and Interests.
- 📖 The accommodation available for the Carer.

This enables us to create your detailed Service User Guide and personal Care Plan.

2 Our aim is to provide:

- 📖 3 or 4 suitable and very capable Carers that make you feel happy, relaxed and confident.
- 📖 Carers who will look after you with the greatest of care, respect and understanding.
- 📖 Continuity with a variety of Carers that you look forward to seeing on a regular basis.
- 📖 Peace of mind. As time goes by, you will find a trusting and friendly relationship will develop between you and the Carer.
- 📖 Reassurance that you can continue your normal way of life in your own home.

3 How the 'Rosy Rota' Works:

- 📖 Carers are carefully selected according to your specific requirements.
- 📖 Our Carers are booked 6 – 8 weeks in advance.
- 📖 A personal diary of all the bookings is sent at the end of each month.
- 📖 We continually liaise with either you or your main contact, ensuring that everything is working smoothly.
- 📖 We keep up to date with any changes in your situation or circumstances.
- 📖 After an initial period we make a personal visit to ensure that you are happy with your 'Rosy Rota'.

4 All Carers registered with the Agency go through the approved recruitment procedure and will have provided the following documents and information:-

- 📄 CV or letter listing full employment history giving explanations for any gaps in employment and your reason for leaving your last employer.
- 📄 Copies of all qualifications.
- 📄 At least two written references from their most recent employers.
- 📄 Written declaration of good physical and mental health.
- 📄 Photocopy of Passport, Visa or working papers.
- 📄 Photocopy of both parts of Driving Licence.
- 📄 Two recent passport size photographs.
- 📄 Copy of a recent utility bill addressed confirming current address.
- 📄 National Insurance Number and proof of self employment.

5 All carers must take out a new Enhanced Police Check with the Criminal Records Bureau (DBS) with the Agencies own Registered Provider.

6 All references are meticulously checked and verified by us over the telephone with previous Employers. Our Care Co-ordinator performs an extensive interview over the telephone with all our new Carers and has continuous communication with them, ensuring we have a good relationship with every Carer.

7 We can only introduce Staff once you are fully registered.

8 Our Elderly Care Declaration

- 📄 *The Agency is a Domiciliary Introductory Agency and is a member of the United Kingdom Home care Association (UKHCA).*
- 📄 *Up until 2010, we were registered with the Care Quality Commission (CQC). In 2012 the Health and Social Care legislation was changed meaning that Domiciliary Introductory Agencies are no longer required to be registered with the CQC.*
- 📄 *However, we continue to abide by the current standards, regulations and outcomes as is stipulated in the new Act and fully comply with the UKHCA Code of Practice.*

We look forward to doing our utmost to help you.

***Sarah Green
Director***

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