

How We Work With You & Your Family

Working with our clients and their families every step of the way is critical to ensuring that the care and support we provide meets each person's needs. Our systems and processes ensure specific needs are met right from the very first point of contact.

Our Care Managers answer all enquiries to ensure you get the information you need

Assessment

Your Care Manager will come to your home. We want to understand the challenges you face each day, where you live and what your environment is like. We want to know who you are and what it is that we can do for you.

Proposal

Following the assessment your Care Manager will send a proposal that will outline what was discussed and agreed during the assessment. It will outline the costs for the care programme you have requested.

Care Planning

A Care plan is created from listening, observing, and asking questions at the assessment. A care plan guides your Carer/s and will change as your needs change.

Client Bio

We want your Carer/s to know who you are, your interests, your lifetime achievements, who your family and friends are and your social hobbies and connections. We do this through creating a biography about you that accompanies your care plan.

Session Schedules

These are developed when you have confirmed what days and times are right for you. Your Carer/s will be there every time, on time, not late and not early.

Carer/s Matching

Similarity and familiarity are key for a trusting relationship. Your Carer/s will be matched to you in terms of background, personality and interests and will be introduced to you before sessions begin. We place as much emphasis on this as we do when ensuring they have the right level of skill and experience to support you. Meeting your carer/s prior to your first session means they are not strangers when they come to your door.

Care Journal

We believe in transparent communication. With your agreement, a care journal will be placed in your home. It is a tool for Carer/s, family, friends and allied health providers to communicate. This captures experiences shared between you and your Carer/s.

Client Notes

Carer/s reports are sent to your Care Manager every 2 weeks. These provide information about your sessions and your well-being.

Care Manager

Your Care Manager will lead your care and support, and with your permission will liaise with family, GP, and other health providers involved in your care to ensure you are receiving the best care and support possible.

Formal Reviews

Your Care Manager will conduct six monthly or annual reviews with you, your family and your carer/s to ensure your needs are being met and to adjust the care plan if anything has changed.