

Our service is registered with and regulated by the Care Quality Commission under the registration of Provider: Holmwood Care Ltd

Website: www.cqc.org.uk

It would be our pleasure to discuss your future care needs and you are welcome to contact us in any of the following ways.

Sandra O'Grady MSc BSc RGN RM – Registered Manager

Anna Ellis Certificate in Higher Education – Senior Care Coordinator

Tel: 01986 895441/01986 892561

Email:

sandra@holmwood-bungay.co.uk

anna@holmwoodbungay.co.uk

Please feel free to visit our website

www.holmwoodbungay.co.uk

HOLMWOOD CARE LTD

Assisting you with all your care requirements in your own home



Holmwood has a long established reputation for providing high quality residential care for the more discerning customer. We have now extended our service to offer you care in your own home, whether this is a short visit to help you wash and dress or for a longer period to help you through the night, we can help you with a variety of requirements. Your rights to make choices and live a dignified and fulfilled life form part of our core values and will be reflected in the care that you receive.

Our Staff

Domiciliary care is care in the comfort of your own home, provided by well trained, kind and considerate staff. We believe in and are committed to the provision of training for all our staff. A high standard of training will underpin and enrich the service that we deliver to the people who choose to receive our service. All our staff will be recruited in accordance with a rigorous recruitment procedure designed to ensure that we recruit only the best possible staff to deliver our service. All staff will be subject to a thorough police check as part of the recruitment process.

Your Care Requirements

Prior to receiving care in your own home you will be asked to participate in a detailed assessment of your care needs, requirements and preferences. This information will help to inform your care plan which advises the staff how to care for you. This care plan and your experience of the service will be reviewed monthly by your nominated key worker, bi monthly by the manager and at least yearly with yourself, your family (where applicable) and any other interested parties that you consent to being part of the process. These reviews are designed to ensure that we continue to meet your care needs and requirements in accordance with your wishes.



Our Services

We offer a service to assist you with dressing, bathing, eating and drinking to aid you with living an independent life as possible in your own home. We can also offer you the opportunity to receive end of life care in your own home. This will enable you to stay at home with your family and personal possessions and therefore will be a more fulfilling experience for you.

We can also assist you with the following services, preparing meals, shopping, support around the home for example cleaning, escort service for escort to attend hospital appointment, companionship, telephone monitoring service, for example to check up to ask how you are, respite and holiday cover.

Quality Assurance

We have a charter of rights and other policies and procedures which are designed to ensure that deliver a high quality service, these procedures will be reviewed regularly by the registered manager. We promise to maintain these standards and monitor our performance constantly throughout your experience. Following our review of this performance we will ensure that should any amendments be required, that the necessary action will be taken. Our performance will also be reviewed by our regulators the Care Quality Commission, whom we will be registered with in due course and the reports from these assessments will be made available to you.

Contact Details

If you wish to discuss your care needs with us, please feel free to contact us. Our details are overleaf. ***We look forward to hearing from you.***