

Why choose us?

We understand that it can be hard trying to find good quality care and support for yourself or your loved ones, but we are very confident that the homecare, supported living and out-reach services we provide are of the highest quality.

Circle of Care is an approved care and support provider for Councils and NHS Clinical Commissioning Groups. This means we have gone through very strict quality checks to demonstrate our company is well managed and provides high quality support.

When you choose us, you can be assured of the following high standards:

- Training of staff to latest Care Certificate standards
- Screening for safety including a criminal record check with the Disclosure & Barring Service
- Person centred support that treats every client as an individual
- Quality monitoring including asking you for regular feedback
- Reliability with our services set up to deliver good punctuality and a small team of regular staff who know you well
- Flexibility with our service ethos of "Why Not", if there is something you would like us to do we will try and find a way

Conduct & Practices

Circle of Care Service is registered with the Care Quality Commission (CQC) and adheres to its Code of Conduct and Practices.

Circle of Care ensures that all staff members are qualified or working towards NVQ/QCF level 2, and are equipped with relevant, timely and comprehensive knowledge and understanding of the specific needs and requirements of the people we support.

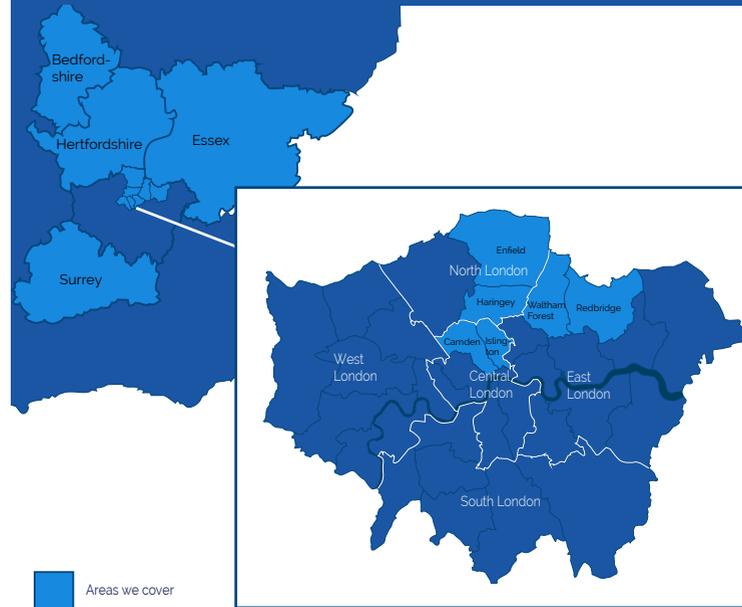
We review clients' condition periodically and whenever it is deemed necessary, in collaboration with their relatives and key sector professionals in maintaining a holistic care service.

We carry out periodic survey aimed at gauging the quality of our service through the people we service and their relatives to improve our services.

We maintain and respect the confidentiality of our clients and all relevant personal information relating to their care in accordance with the law.



Areas we cover



Circle of Care
Because We Care



Circle of Care

Learning Centre
Park View Academy
Langham Road
London
N15 3RB

Circle of Care

We help you to do the little or the larger things you find challenging and aim to provide a flexible service of the highest quality.

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Carers at Home

Circle of Care's home care services provide hands-on help with those basic functions of life, all provided with sensitivity to the emotional issues so often connected with an inability to perform these essential functions. Our Carers are trained to ensure that they promote the health and wellbeing of our clients, be that mental, physical or emotional, whilst at the same time providing practical help in whatever area they are needed.

Care in the home covers many areas, including, but not limited to:

Personal Care

- Mobility
- Medication reminders
- Post hospital discharge
- Alzheimer's care
- Cognitive impairment
- Toileting and incontinence
- Oral hygiene
- Grooming
- Dressing
- Special Diet
- Eating
- Posture and positioning of clients



Companionship Care

- Aid with morning wake up, bathing and dressing
- Assistance with clothing selection
- Assistance with evening tuck in
- Assistance with walking
- Monitoring diet and eating
- Checking food expiry dates
- Making and serve meals
- Buying magazines, papers, books etc
- Doing shopping and running errands
- Laundry & Light housekeeping duties
- Looking after pets
- Providing medication reminders
- Organising mail
- Stimulating mental awareness
- Playing games and cards
- Planning visits, outings, and trips
- Supervising home maintenance

Supported Living & Outreach

We adopt a 'whole life' person-centred approach to supporting people, using outcome based processes to enable us to work with individuals to identify the things they need, the things they want to do and the things they want to achieve;

and then tailor the support they need to do these. People we support include those with learning disabilities, people on the autistic spectrum and people with chaotic lifestyles.

Our supported living service is an approach to housing and support based on the fundamental belief that every person has a right to lead their own life the way they choose to, to determine where, how, with whom they live and who provides them with the support they need.

Our outreach service supports people at home and in the community, and offers a broad spectrum of flexible and personalised practical support to people that enables them to live as independently as possible, access community based opportunities, develop their confidence and skills and reach their full potential.

Using straightforward approaches, agreed with the people we support, our skilled staff team:

- Develop people's everyday living skills, including cooking, cleaning and shopping
- Support with personal care, including managing and administering medication
- Provide support to maintain tenancies, including budgeting, maintaining homes, understanding and complying with tenancy agreements
- Support people in accessing local and wider community facilities
- Facilitate relationships so people can be a valued member of their community
- Develop people's independent travel skills
- Support people's independence by enabling them to make their own choices and decisions about life
- Help people access training and employment or apply for and obtain appropriate benefits
- Help people access leisure activities and lifelong learning

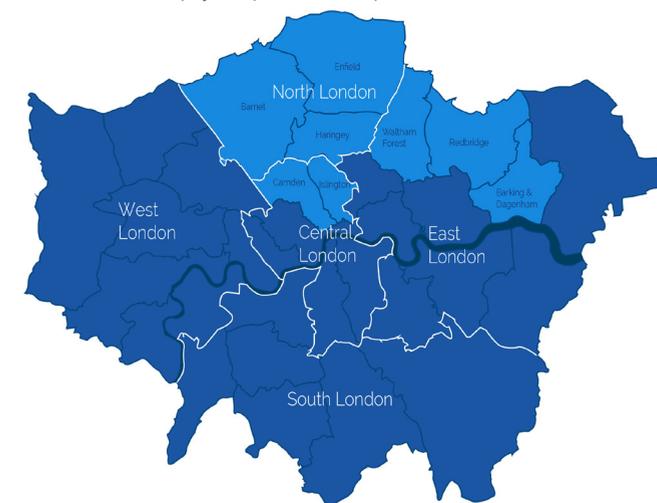
Live-in Care

Live-in care involves a person or a couple of people living with you in your home whose role it is to take care of you. A live-in carer resides in your home and looks after you and your needs 24-hours a day, seven days a week. This means you have someone with you at all times, but someone who also respects that it is your home and does not interfere or overwhelm you with their presence.

Most times you will have up to three regular carers working with you on a rotational basis. Don't worry, this means that you will have one person at a time living with you, not three carers living with you at the once! Generally the carers will rotate on a week on, week off basis.

24-hour live-in care is most appropriate for individuals with moderate to mild to severe care needs who have some mobility

need or who simply require some personal care.



Areas we cover

Dementia Care

Our specialised Dementia services offer support workers who are trained to support people to live better with memory loss and other Dementia symptoms so that their day to day independence and experiences are as Dementia 'friendly' as possible.

Our service also fully involves partners and other family members to help them manage the Dementia impacts themselves and to give them a rest from their caring activities.

End of Life Care

End of life care provides the support that is needed towards the end of someone's life, allowing them to pass in the most peaceful and comfortable way.

A fully trained carer can offer regular support with many tasks to make you or a loved one feel comfortable and safe during what can be a distressing time. This includes:

- Personal care – supporting with bathing and showering
- Support with toileting
- Mobility support
- Administering or prompting medication, and supporting with pain management
- Changing bedding and housekeeping duties
- Preparing meals and snacks to taste and dietary requirements
- Complex care such as changing catheters, stomas and PEG feeding
- Ongoing companionship and emotional support