

# CARE AT HOME



HIGH QUALITY, RELIABLE CARE DELIVERED BY OUR SKILLED AND NURSE-LED HEALTHCARE WORKFORCE

# ABOUT OUR CARE

**Interserve Healthcare** has a wealth of experience in managing specialist home care services for adults and children. We work with local authorities, clinical commissioning groups, case managers, solicitors, personal health budgets and privately funded individuals.

**Our clients' medical needs and personal aspirations** are individual and our bespoke care services reflect this. We can provide a tailored package of care that holistically meets your needs.

**Our care services** are designed around your needs and wishes using person-centred planning. Care can range from a few hours a day of social care support to 24/7 specialist nursing care. We can work to short time-scales and will start your care as quickly and as safely as possible with minimum disruption. We offer you peace of mind as a care provider that can deliver safe and effective care quickly.

**We operate a 24-hour service with clinical escalation** so you can always contact us. Your local branch is open on weekdays 08:00 - 17:00. At other times our dedicated out-of-hours team is available with access to a nurse at all times.

**Nurse managed care** is assigned to clinical clients by a dedicated nurse with experience specific to your conditions who will ensure that all of your unique clinical care needs are continually met. Our community nurses support clients and care staff through regular reviews, staff supervision and monitoring quality. They will spend time with you and the healthcare professionals associated with your care to establish and update a comprehensive care plan to meet your needs.

**Bespoke care teams** provide consistent, reliable care and they ensure that we continually deliver high quality packages of care at home. We strive to find the best candidates for our clients working in line with our robust recruitment and compliance processes. Our experienced team works closely with each client to pro-actively recruit tailored care teams, whether it is on a temporary, contract or permanent basis.

We encourage clients to be involved in the selection of their care team by reviewing profiles of shortlisted candidates, providing feedback following 'meet and greet' sessions and deciding whether the staff members are right for them.



The quality of Interserve Healthcare's services is monitored and maintained through our robust **Clinical Governance Framework**. Accountability against six defined areas ensures continuous improvement and safeguards high standards of safe and effective care whilst promoting excellence.

Our wide range of services can support individuals at key times of their lives so they can continue to live independently within their own homes.

We deliver a truly bespoke service planned around your personal circumstances. Whether you need social companionship or support because of illness or immobility, our staff will help you to manage everyday activities which have become a struggle. Our friendly, reliable and well trained staff will support you with day-to-day living tasks such as shopping, social outings and hobbies or being there to help you around the house.

Our care services include:

- ➔ Care assessments
- ➔ Social companionship
- ➔ Personal care, bathing, dressing, continence care, meal preparation
- ➔ Medication assistants
- ➔ Respite services
- ➔ Palliative care services
- ➔ Hospital to home support and care
- ➔ Live-in care

Maintaining your dignity is of paramount importance to us and our client care teams will ensure you feel comfortable at all times.



Care Assessments



Brain Injury Care



Academic Support



Spinal Injury Care



Autism Support



Live-in Care



Social Companionship



Holiday & Event Care



Respite Care



Self-pay Healthcare



Hospital to Home



Palliative Care

We provide services to clients funded by local authorities, clinical commissioning groups or personal health budgets. In all cases we will arrange a thorough care assessment to ensure that the package of care we design meets your medical needs and any personalised requests.

For more information visit [www.interservehealthcare.com](http://www.interservehealthcare.com) or call us on 0800 694 45 55.

# ABOUT INTERSERVE HEALTHCARE

Our national provision for adults and children ranges from respite care through to live-in services; from brain and spinal injuries care to tending to clients with dementia; and from complex, round the clock life-sustaining support to social care and companionship.

Local teams are delivering care near you. As a national operation we offer extensive coverage across England, Scotland and Wales with the benefit of centralised training, governance and on call services.

Our branches are registered and fully compliant with the Care Quality Commission (CQC) in England, Care and Social Services Inspectorate Wales (CSSIW) and Social Care and Social Work Improvement Scotland (SCSWIS).


## CASE STUDY: ALAINA'S STORY

Alaina Banfield, who has cerebral palsy, has received complex and social care from Interserve Healthcare since 2014. The 27-year-old from Cardiff is cared for a team of healthcare assistants who provide one-to-one care. Alaina requires support for 24-hours, seven days a week including sleeping care overnight.

Healthcare assistants, including Miriam who is pictured with Alaina, carry out regular duties including personal care, food preparation, shopping and medication.

Alaina has an active lifestyle and her carers accompany her for weekly horse riding and trips to clubbing. Interserve Healthcare has also supported Alaina with overseas holidays, including trips to Ibiza and Hungary.

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