

We're here for you

Personal Care in your own Home - tailored Domiciliary Care Services at **Woodland Court**

What we offer

Everything at Woodland Court is focused on helping you relax and enjoy life as you get older and your needs change.

Our principle is to ensure our clients receive tailored care and support thereby enhancing their quality of life and helping them to maintain the best possible level of independence.

What is Domiciliary Care?

Quite simply, it means providing assistance or support to you within 'your domicile', in other words, your home. For the past few years the Government has actively promoted the concept of personal independence, with older members of the population encouraged to receive care and support within the comfort of their own home as opposed to moving to a care home.

At Brunelcare we have embraced this initiative and believe that through our domiciliary care services at Woodland Court, we can offer the correct levels of support, care and assistance to help you retain your independence and dignity without you having to leave your home or depend on external care agencies.

Why use our service?

Brunelcare provide an on-site care service at Woodland Court if you need that little bit of extra care and support. Our highly motivated, well trained and caring staff believe in putting you first and offer reliability and continuity of care to enable you to build a relationship. As they are based on site, our staff can respond to your needs quickly with no additional travel costs for you to pay

Because we get to know you from the time that you move in, support plans can easily be tailored to your own needs and be assessed and reviewed on a regular basis to capture any changes.



Care and Support Services

Our trained staff can assist you with a number of daily personal care activities including:

- Washing, shaving, dressing and other aspects of personal care
- Medication
- Shopping
- Additional housework
- Laundry
- Preparation of meals
- Or just simply some companionship

Our flexible care options means care and support can be provided on a short-term or long-term basis with the cost effectiveness of ¼ hourly time periods.

Staff Selection and Quality

Brunelcare's recruitment process carefully selects our staff and once references and police checks have been carried out, staff complete a full training programme before carrying out their duties.

Our on-going quality standards are rigorously maintained. We have a set of quality control policies and procedures covering all aspects of the business and ensure all staff are trained to and follow these standards. We audit our procedures on a regular basis to make sure we are maintaining the standards set within the criteria laid down.

Our staff are carefully selected and our aim is to provide a service which is of the highest standard and with continuity so our clients can be assured of a consistent quality service.

All our staff undergo a comprehensive one week long induction programme which includes the following:

- Health & Safety
- Hygiene
- First Aid
- Safeguarding
- Our company aims and objectives
- Manual Handling
- Use of care plans and reporting procedure
- Aspects of personal care
- Dealing effectively with accidents and incidents
- Maintaining confidentiality
- Maintaining practices consistent with ensuring equal opportunities

Registration

Brunelcare is registered to provide domiciliary care through the Care Quality Commission (CQC), the national body responsible for registering and regulating domiciliary care companies. As a registered body, Brunelcare is inspected on a regular basis by CQC and required to comply with their regulations and operating guidelines and standards.