



HONEYDEW HEALTHCARE LTD'S **HEALTH AND PERSONAL CARE** **BROCHURE**





Welcome to Honeydew Healthcare Ltd

Dear reader,

Thank you for taking time to review Honeydew Healthcare Ltd.'s services brochure detailing the support and care we offer in the community.

Honeydew Healthcare Ltd (HHC) is an independent care organisation for adults and young persons in need of social care, HHC is a private limited company incorporated in England and Wales on 25th November 2014 under the Companies Act 2006. The company number is 09327188.

Honeydew Healthcare Ltd (HHC) aims to provide high quality compassionate care and support to people who are unable to look after themselves in their own homes, at a time convenient to them.

In order to do this, we work to understand the benefits of living independently in one's home and the positive effects this has on a person's quality of life.

We work collaboratively with multi-disciplinary teams and in partnership with local authorities/health and social care trusts and the community to offer the best support to our service users which is designed to help them achieve their individual needs.



Our Mission

- To commit to person-centered and inclusive partnership based approach, which embraces every individual in receipt of our service, their family/ carer, local authority/health and social care trusts and other agency colleagues.
- To commit to every individual in our service in order that they should have a stable fulfilling environment that enables them to retain their independence and remain in control of choices and decisions.
- To commit to every individual's rights in order that they continue to have Independence, Sense of Security, feel that their dignity is respected, feel empowered through acknowledging their Civil Rights and uphold principles of Confidentiality.
- To promote an all-inclusive culture and spirit which transcends racial, cultural, religious, sexuality and social background of every individual in our care;
- To recruit the best appropriately qualified staff that will reflect our multicultural society, train, support, develop and empower them to deliver an unequalled service to every individual in our service.
- To provide a seamless 24 hour service to every individual person in our service 365 days a year.

Our Vision

- Provide safe, effective and positive patient experience
- Promote independent living
- Work with the community in improving lives of individuals
- Constantly improve on our service provided to service users by listening to their views
- Provide a compassionate caring service to those in our care



Values

- Tailored individual packages, everyone is important to us
- Improving lives
- Commitment
- Dignity and respect



Live -in Services

We also provide a Live-in service where we supply our dedicated, compassionate and professional staff to live-in with individuals who may need round the clock care and support within the comfort of their own homes.



Respite

Our respite service provides companionship to those individuals living alone, or short respite care (a couple of hours) to enable informal carers to go out for a break. HHC offers individually tailored planned activities both within the community and in-house, having regard to the age and interests of the service user.





MAIN DUTIES AND RESPONSIBILITIES

A Health Care Support Worker

- ⇒ Honeydew Healthcare Support workers are able to help, promote and maintain a safe environment conducive to meeting the needs of the patient/service users.
- ⇒ They are able to contribute to a team approach to patient care in conjunction with all members of the multidisciplinary team.
- ⇒ They are able to promote the patients care and maintain the legality and accuracy of the patients care plan in line with the policy guidelines and procedures.
- ⇒ Undertake different tasks and procedures, in which competency has been assessed and recorded specific to the care environment, for example monitoring of blood glucose levels, blood pressures etc.
- ⇒ Also able to provide personal and practical care services for different people with a wide range of illnesses and disabilities.
- ⇒ To assist service users with different care needs such as assisting patients/residents getting up in the morning, dressing, undressing, washing, bathing and toileting as well as engaging them in different activities.
- ⇒ They able to help patients/service users with mobility problems and physical disabilities.
- ⇒ They are able to read and accurately document in the clinical notes.
- ⇒ Provide support and assistance to registered staff as well as reporting any changes in patients' condition or deterioration in health.

A Health Care Support Worker(contd)

- ⇒ Our health care staff members are responsible for behaving in a manner that does not put themselves, patients, visitors and other team members in danger or at risk in the clinical environment.
- ⇒ They are able to assist in the maintenance of the unit's cleanliness and tidiness and adhere to infection control policy and procedures at all times.
- ⇒ They assist the patients/residents to ensure they have the opportunity to meet their individual dietary requirements. Ensuring all patients receive their chosen and correct meals.
- ⇒ They are able to receive and convey information from telephone or personal enquiries in a courteous manner and ensure all persons visiting the unit are greeted and assisted in a welcoming and supportive manner.
- ⇒ They are able to escort patients for appointments/outings adhering to the rules and regulations of the company policy and procedures.



MAIN DUTIES AND RESPONSIBILITIES

A Registered Nurse

- ⇒ To work according to the NMC Code of Professional Conduct and relevant professional guidelines.
- ⇒ To develop, implement and evaluate programmes of care including discharge planning for each patient.
- ⇒ To maintain effective communication with all members of the multidisciplinary team.
- ⇒ To promote a patient focused approach to care in collaboration with all relevant health professionals.
- ⇒ To educate patients and their carers as required where a need has been identified.
- ⇒ To provide information which enables patients to make choices about adopting a more healthy lifestyle.
- ⇒ To complete patient documentation correctly.
- ⇒ To maintain a safe environment.
- ⇒ To assist in establishing and monitoring protocols/care pathways.
- ⇒ To ensure that patient confidentiality, dignity, privacy and choice are maintained at all times.
- ⇒ Dispense medication following NMC guidelines and company policies and procedures.
- ⇒ Devise care plans and making sure they are evaluated every now and again.
- ⇒ Attending meetings and being involved in handovers as well as making sure that information is passed on appropriately to the nurse taking over the shift.
- ⇒ Being in charge of the shift and overall making sure that patients, relatives and staff are safe.
- ⇒ Reporting all incidents accordingly.
- ⇒ Making sure that patients' appointments are met, by checking the diary.



COMMON QUESTIONS

Asked By Most Customers

Can you support me for only a short amount of time each day?

Our minimum duration of visit depends on your care requirements, package and location. Should you require short visits, please contact a member of our Care Team who will be able to advise how we are able to help you.

What if I only require support with my household chores?

As part of your care package, your Support Worker can support you with everyday activities including light household chores, such as laundry, washing up and hovering. Unfortunately we do not provide solely domestic support without supporting any healthcare requirements. If you only require support with household chores we would advise you to contact a local domestic agency that should be able to offer this level of support at a much lower cost.

Can my Support Care Worker help me with my pets?

Whilst our Domiciliary Support Worker will do everything they can to support you, we cannot guarantee support with your pets. If you do require help with looking after your pets, we will do our utmost to match you with Domiciliary Support Worker who feels comfortable doing so.

How soon can my care service start?

Our service can often commence within 48 hours of your initial enquiry. Upon receiving your enquiry we will arrange for an Assessor to visit you in your home and carry out a full assessment of your care requirements and a risk assessment to ensure your safety.

A personalised care plan will be produced for you, which we will finalise with you and your family, making sure that you are happy with every aspect. We will select Support Care Worker to provide your care based on your needs, personality and preferences.

We understand that in a crisis situation you need us to react quickly to allow a care package to start immediately. In such circumstances we will simplify our service delivery process and carry out an immediate assessment in order to facilitate a faster response.

NEXT STEP

Regardless of an individual's ambition, Honeydew Healthcare Ltd creates the opportunities and provides the support required to start the process.



If you require full-time care, we will design a care package around your needs. You will also receive an individual quotation based around the service that you require. We aim to provide the kind of service that you want, so we will need to discuss this with you before we can work out the most cost effective care package. Please contact us to discuss your service.

For a free assessment or more information please contact us:

Honeydew Healthcare Ltd
Regus Building 5th Floor
St Georges House
6 St Georges Way
Leicester LE5 2DZ

Tel: 0116 2014433 OR 07960767397

Email: info@honeydewhealthcare.co.uk

Web: www.honeydewhealthcare.co.uk