

AXE VALLEY

HOME CARE



Choose the service that is right for you

Receiving care and support is a major event in your life. We believe that you should have the opportunity to maintain your independence and remain in the comfort and privacy of your own home. We offer a personal and professional service that is a practical and affordable alternative to residential care.

Our aim is to provide you with the highest standard of care and enable you to remain living safely and comfortably at home. We are committed to building a relationship with you that can be trusted. Our reputation depends on you being satisfied with the care you receive.

We are regulated by the Care Quality Commission (CQC) and work closely with the NHS and Social Services. We undergo regular checks to ensure that we meet the requirements of the law and fulfil fundamental standards of quality and safety.

"People were supported to have choice and control of their lives by staff who were kind and caring." CQC inspector

We are members of the United Kingdom Home Care Association. This organisation promotes and supports home care agencies to achieve the highest possible standards of care and support.

All of our employees undergo a rigorous recruitment process. Identification, qualifications and references are fully checked. All of our team undergo an assessment with the Disclosure and Barring Service.

Whether you need assistance with personal care, managing your medication, shopping, housework or something entirely different, our dedicated team will design a flexible service to meet your individual needs. Be assured that you are in the very best of hands.



OUR STAFF ARE:

- DBS checked
- trained
- supportive
- fully referenced
- qualified
- flexible

What to expect from your service

We are passionate about what we do, and we pride ourselves on being extremely thorough. Following your enquiry, we will arrange a convenient time to meet with you and discuss how best we can support you.

With the commencement of a care package, we will undertake a complete care assessment. This will incorporate all of the major areas of care. We will develop your care plan together, and provide a service that is tailored to your individual requirements and preferences. This will take into account your wishes on the best way to provide the support you require. It will be monitored and reviewed at regular intervals to make sure that we are meeting your expectations.

We understand the importance of a regular and reliable service. We will ensure that you receive a visit at an agreed time by a member of staff who you know.

We work closely with other health professionals to make sure you receive the best care possible.



What our customers say...

I would like to thank you so much for the care you provided to Mum. All the carers are lovely and make Mum feel at ease. They bring a smile to Mum's face which is worth the world. A huge thank you to all of the carers. They do a wonderful job, no idea where we would be without them and people like you.' Mrs. C, Axminster

Innovation

We use a digital care planning and recording programme called 'The PASSsystem'. Your care worker will read your care file and record details of your visit via an app on their mobile phone so that this information can be read at our office. The care team will be required to complete the record keeping before leaving your home.

PASSsystem



The PASSsystem has major advantages in comparison to traditional home care record-keeping practices because information is shared in 'real time':

- As soon as we are notified of a change to your medication, we will be able to update your medication records;
- When you ask us to change your care plan, we will be able to make this change with immediate effect;
- We will know if any medications or other care tasks have not been completed by the care team. We can then find out why and get in touch to put this right.
- With your consent, the unique OpenPASS system will enable family and healthcare professionals real-time access to your care records from any location. This gives peace of mind to those who need to know that you are safe and cared for.

What our customers say...

'There are often things in the media about the poor service provided by care agencies, and I was extremely worried when we had to find a care agency. The service we received from Axe Valley Home Care was first class; in particular having regular carers at a regular time, who we got to know, but more importantly, who got to know my husband's needs.' Mrs. W, Exmouth



What services do we provide?

We offer a range of services that are designed to assist you to maintain your independence. These include:

Personal care

This includes care which could be given by a family member. For example: assisting you to get in and out of bed; washing and dressing; and assistance to meet your continence needs.

Meal preparation

All meals throughout the day can be prepared and served. Assistance can also be given to aid eating and drinking if you experience difficulty doing this independently.

Shopping, appointments and companionship

Shopping can be undertaken with you or on your behalf. We can accompany you to clinical appointments, recreational visits or provide companionship in your own home.

Medication assistance

Wherever possible, we will encourage you to maintain your independence for the administration of your medicines. However, our care team are trained to administer medication, if required.

Domestic services

We can provide help to assist with housework and other domestic tasks both as a stand-alone service or as a supplementary service as part of a larger package of support.

Support for people living with dementia

We regularly support people with mental health problems. This includes Dementia. All of our staff undergo dementia training, and can assist with all aspects of daily living that people may find challenging. This may mean accompanying you to a day centre or helping with shopping, cleaning or washing clothes.

Pre and post operative support

If you have been in hospital or had an illness or fall, you may need support to help you get back to normal and stay independent. We will assist you through the transition from hospital back into your own home.



WE CAN HELP YOU WITH YOUR:

- personal care
- medication
- meals
- appointments
- domestic tasks
- shopping



CONTACT OUR TEAM ON:



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