

Call Angel Carers on 01308 459204

Email: enquiries@angelcarers.com

Angel Carers

Registered Providers of Care

- Live-in Care
- Hourly Care
- Respite Care
- Waking / Sleeping Nights
- Hospital Discharge
- Dementia Care

Registered and Regulated



Rated 5/5 with the



Welcome to a new standard of Care



ABOUT

Angel Carers (UK) Ltd

Established in 2006 Angel Carers (UK) Ltd is a community based care service that offers a range of support options in the comfort of your own home.

We are registered with the CQC (Care Quality Commission) and we have 'spot' contracts with the Dorset County Council and neighbouring counties.

In addition to this we are contracted with the regulated government funded Help and Care Service.

We use the Fair Access to Care Criteria set by the DOH (Department of Health) in order to deliver a fair and equitable service to our clients.

Our service is personalised to suit each individual. We provide services for the elderly and adults over the age of 18. Angel Carers are extremely proud of their reputation and continuously strive towards excellence.

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OUR CARE WORKERS

at Angel Carers (UK) Ltd

Angel Carers (UK) Ltd recruits and retains care workers from the UK and overseas. Staff qualifications range from qualified nurses, moving and handling instructors, staff with NVQ / diplomas in health and social care to relatively new workers to the sector.

We view our care workers as the ambassadors of our service. It is therefore important that we have a robust recruitment and selection system which stands up to scrutiny. In addition to this we recognise that your care worker is someone you may form a bond with. For this reason we take extra care in our selection process to ensure our care workers show signs of kindness and integrity.

During our recruitment process we ensure that a minimum of 2 references are obtained and verified and that disclosure and barring service checks are completed (DBS). Good training and continuous development is an essential part of the care workers / office staff role.

Our care workers reflect the diversity of the UK and our local community. We consider ourselves fortunate in that our original staff members are still with us.

SERVICES ANGEL CARERS PROVIDE

A complete tailored solution for your care programme.



With Angel Carers our expertise and knowledge sets us apart from any other agencies. From the moment you contact us our friendly trained staff will listen carefully and answer any queries you may have. We will give you an understanding of your home care options and inform you of our unique care and support programmes that we design specifically for you.

Once you have decided that Angel Carers is the correct choice for you, we will visit you to discuss your needs further.

A comprehensive assessment can take place in your home, at hospital or even in a care / nursing home environment. Following this we offer a bespoke client / care worker compatibility programme finding you the perfect care worker / companion. Once this is established your support programme begins giving you peace of mind for you and your family.

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SERVICES WE PROVIDE

Live-in Care

Live-in Care offers independence

Live-in Care provides you with a care worker living in your home and is perfect for those people who prefer to stay in the comfort of familiar surrounds.

Live-in Care offers you peace of mind in the comfort of your own home. This means you can enjoy your normal day to day activities such as outings and hobbies and carry on living an independent life-style.

Whilst Care Homes suit the care needs of some individuals there are many that are looking for an alternative. Live-in Care is the ideal solution for those that want to retain their independence, offering bespoke one-to-one support assistance in your own home on your own terms.



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SERVICES WE PROVIDE

Hourly Care

Bespoke Care from just 30 minutes

Angel Carers hourly visiting care is the perfect choice if you would like help with certain activities during the day or night. Our Domiciliary homecare service starts from just 30 minutes per care visit and can be extended to as many hours as you require, day or night.

All of our care workers are highly trained and have an enhanced DBS check. Our office team are friendly and are supported by the registered Manager and company Managing Director's.

As a small locally based company, customer care is paramount to our community based service. We deliver Domiciliary Care which is carefully tailor made to suit your individual needs and requirements.



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SERVICES WE PROVIDE

Respite Care

The perfect shorter-term care service

Respite care is the provision of short-term temporary relief to those who are caring for a family member or friend who might otherwise require permanent placement in a facility outside the home.

Our respite care service allows for reassuring care. We understand that many families take great joy in providing care to their loved ones so that they can remain at home, but the physical and emotional consequences for the family can be overwhelming.

Our shorter-term care service allows for you to rest and recharge. One of our experienced live-in carers will take over the day to day routines. Available from just a few days to as many days as you require respite care is available throughout the Southwest area.



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SERVICES WE PROVIDE

Prevention of Hospital Admission

We design admission prevention schemes around all conditions for our clients. Close monitoring of a clients health coupled with close liaison with local based community services enables us to obtain a quick response should the client require the assistance of the Occupational Therapist , GP, Physiotherapist, District Nurse or CPN.

The primary aim of this service is to reduce the need for hospitalisation. So when you are looking at one to one care it is our expertise and experience that will notice detailed changes in our clients health.

Quick Response times mean that prevention of hospital admission is often eliminated.

We continuously risk assess our clients and have various screening tools to help reduce the risk of dehydration, falls and pressure sores to name a few.



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SERVICES WE PROVIDE

Hospital Discharge

Each hospital will have its own policy and arrangements for discharging patients. Normally, when you arrive in hospital the professionals in charge of your care will develop a plan for your treatment including your discharge or transfer.

The hospital discharge process can be a critical time for patients and their carers. After a period of illness they may be suffering from temporary or permanent impairment and may need assistance not previously required (including physical adaptations to their home and support services) in order to resume living at home. Discharge can thus be a point of life crisis and so needs to be handled with the full involvement of patients and professional carers.

Despite noticeable efforts in hospitals there remain a number of recurring problems that we can help with when your loved one needs assistance getting back on their feet.



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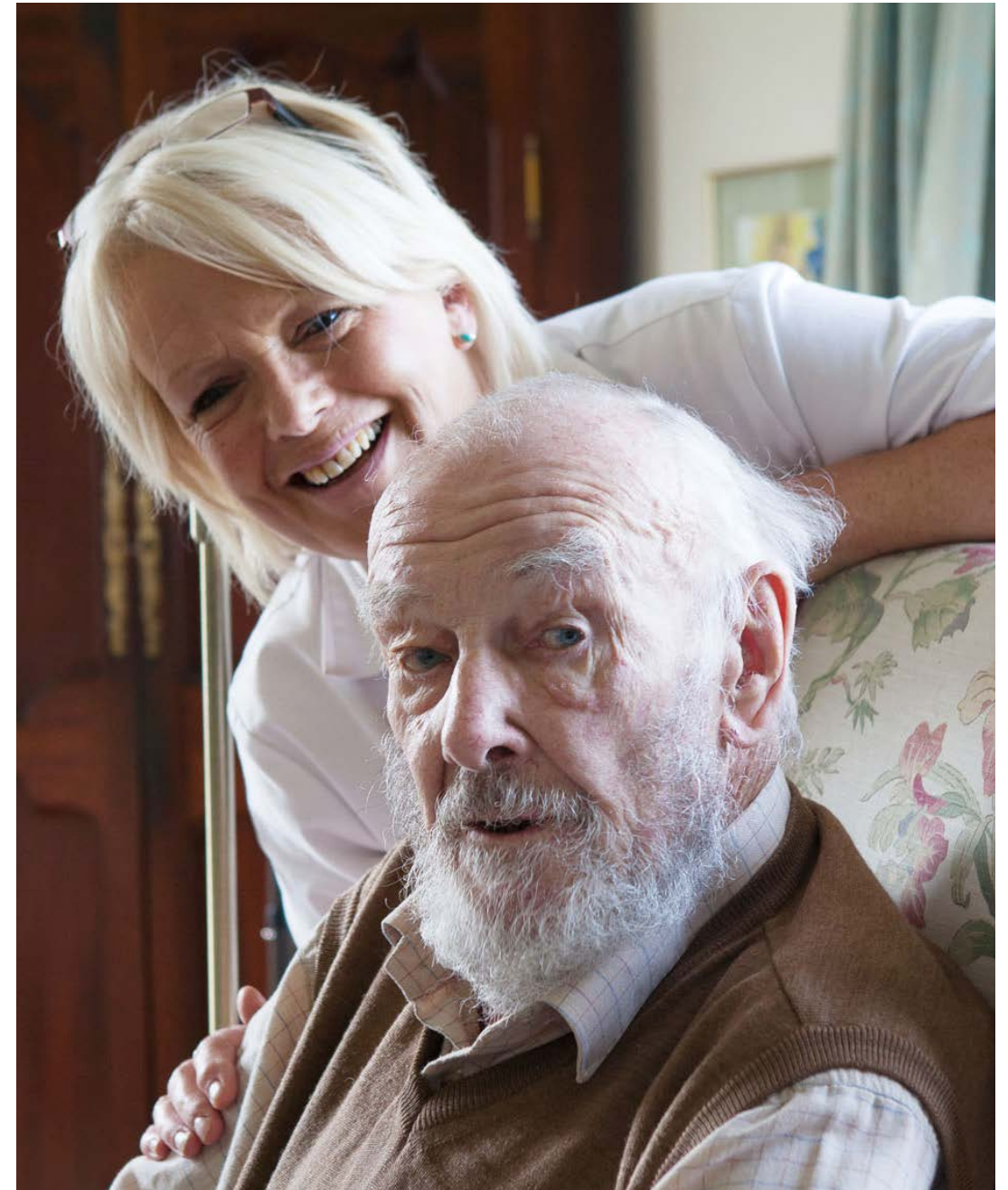
Waking / Sleep in Nights

Night care may be required sometimes to provide a break for you or your family for a short duration while you recover from an accident, illness or hospital stay.

With our waking nights, one of our Care Workers will come to your home for the night and remain awake and help provide whatever assistance or monitoring is needed.

With our sleep-in night service one of our Care Workers will sleep in your home during the night hours and provide you with peace of mind.

For more information on any of our services please call us on 01308 459204 or contact us via email.



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COSTS AND FUNDING

A cost effective alternative to nursing home care

Angel Carers are aware of the funding issues which can arise when considering social care support. It is vital that independent financial advice is sought and we believe the earlier the better so as to ensure a fully informed decision can be made.

Families may fund their care themselves although many people are eligible to receive some support from their local authority.

Your local authority should be your first information source and can signpost you to various organisations which can assist you, your family or a representative acting on your behalf. All social care support is subject to a means test and the criteria is set annually by Parliament and an assessment of need is completed by your local authority.

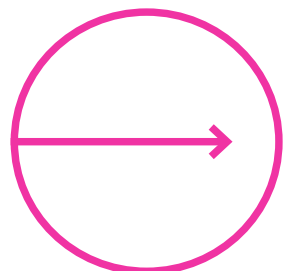
We use the Fair Access to Care Criteria to band our clients. This system is set by the Department Of Health and ensures that a fair and equitable fee structure is in place.

Our Live in Care costs start from only £675 per week. Our other services are charged at the hourly rate.



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TESTIMONIALS

“My wife and I have known Clare Park / Fiona Rowe (Angel Carers) for a number of years and believe them to be professional. They have successfully looked after my cousin and taken great trouble to help her to meet essential needs to live a normal life as possible. Throughout this time they have maintained close contact with the family and have become good friends to all of us.”



Earl of Sandwich - John Sandwich

“ I cannot adequately thank Angel Carers for their dedication over the past nine months, during which time my aunts caring requirements have increased from a 12-24 hour package. Financing of carers contracts is not easy and the help that I received from the Senior partners of Angel Carers in dealing with applications for Attendance Allowance and assessments for financial assistance from the local Social Services was invaluable.”



John Maher - Loughnan ACIB

Dear Angel Carers (UK) Ltd

“ May I record my sincere thanks to everyone involved with the organisation of the support at home and especially to the wonderful team of carers who looked after her and relieved me of some of the effort and worry. I shall always have the highest regard to a wonderful team of dedicated people who gave so much and made my wife’s life more bearable. With kind regards and very much thanks”



D.S.B Naylor

“ We would like to thank you all for the care and attention of mum as without your help she would not have been able to stay at home as long as she did. Again thank you.”



J&R Moss

CONTACT US

OFFICE HOURS

Our office is staffed Monday to Friday 9.00am – 5.30pm.
The office is open during these hours and does not close for lunch.

OUT OF HOURS

Monday to Thursday 5.30pm - 9.00 am.
Friday to Monday 5.30pm – 9.00am.

The out of hours service forms our on call duty and is available to staff and clients in emergencies and where a response or guidance is required.

All emergencies are dealt with promptly by a senior member of staff.

Angel carers (UK) Ltd has a business continuity plan in place for each client which encompasses an emergency contingency plan.

RESPONSE TIMES

The nature of Social Care Services is such that we recognise that an immediate response is sometimes required. In all such emergency situations appropriate action will be taken.

Where necessary an office representative will respond and arrive within 3 hours. Staff will be suitably trained and competent to deal with any situation.



CONTACT INFORMATION

Angel Carers (UK) Ltd, 15a South Street
Bridport, Dorset, DT6 3NR

Office : 01308 459204
On Call : 07795954466
Website : www.angelcarers.com
Email : enquiries@angelcarers.com

The office staff are trained and competent to answer any queries and respond to any emergencies. A detailed telephone log system is in place. When a telephone call is received after 5.30pm you will be signposted to our on call telephone service.