



**Total Wellbeing Matters (TWM) provides a service that is bespoke to each customer and aims to do everything possible to respect the rights of all customers by upholding the values of dignity, choice, control and independence. TWM will visit all customers at home to discuss requirements before commencement of the service.**

**Examples of the Services provided (list is not definitive so please ask to see if we can help)**

**Shopping** – either by taking someone to the supermarket and helping them select what they need, managing the checkout process, loading the car and packing away on return home or we can help a customer with a shopping list and then shop for them. Mileage fee applies.

**Dog Walking** - We can walk a dog without the customer or if the person is recovering from surgery or illness and has lost confidence about walking their dog we will walk with that person to exercise both themselves and the dog.

**Household Management** -Working with the customer to ensure that personal paperwork, bills, banking etc gets dealt with. We can help with light housework such as washing up, changing the sheets or ironing. We can also provide assistance with such things as doing the laundry and taking out the bins. We can also help with meal preparation and cooking.

**Decluttering** - Working with the customer, clearing space or removing items they no longer need or want and dump/charity shop run. Does not include working with severe hoarding

**Transport to appointments** - we will collect from home, drive to appointment, wait for the customer and return them home. Mileage fee applies

**Vet appointments** - we will collect the customer/or the pet to attend appointments, mileage charge applies. (Please note this is subject to Health & safety considerations)

**Walking** - we can accompany someone who would like to take a gentle walk, perhaps after surgery, due to mobility challenges or simply because they would like to walk with someone rather than alone. Pets welcome

**Pet Care** - If the customer is ill & admitted to hospital, we will feed & exercise small pets for as long as required. The pet will remain in its own home with regular visits plus walks for dogs. (Please note this is subject to Health & safety considerations)

**Companionship visits and phone calls** - we can make regular visits to customer, supported by phone calls, to ensure that they are not isolated. Customers will be encouraged to get involved in local activities, where they can meet other people.

**Being active in the community** - we can collect customer from home, take them to the event or group, stay if required or leave them and collect later. Mileage fee applies.

**Sitting Service** – we can provide respite for carers by offering companionship and support while they have a break. We can support the person cared for in their home or take them out. Please note we do not provide an overnight service or offer personal care.

[www.totalwellbeingmatters.com](http://www.totalwellbeingmatters.com)

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**What we don't do!**

- We can't supervise medication, provide personal care or offer a cleaning service.
- We do not offer a gardening or home repair service.
- We do not act as the customer's representative e.g taking on any form of power of attorney.
- We can't ignore safeguarding concerns.
- We won't disclose Customer's personal information without their consent.
- We won't store Customer information without their consent.
- We do not provide counselling or therapy.
- We do not accept personal gifts from customers.
- We won't engage in actions, language or opinions that are inappropriate or offensive.