

## Care Inspectorate Feedback

Lica Homecare received an inspection from the Care Inspectorate and we are delighted to share some of the feedback received from service users during the inspection.

"The carers are always kind, respectful, friendly and encouraging and have time to listen to me."

"everyone is very good, they know me and that's important."

"they don't rush me, I know them all and they are all respectful."

"Staff are very efficient and caring at all times I find their attitude and work ethic very refreshing."



Care @ Home

to Stay @ Home

Lica Homecare Ltd

Contact Information:

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Information

Brochure

Lica

Homecare Ltd



## Range of Services we Provide

Lica Homecare Ltd is able to provide a range of different services to support you in your own home.

These services include:

Personal care (washing and dressing)  
Showering (including hair washing)  
Laundry (washing, drying, ironing, putting away)  
Dusting  
Light Housework (Hoovering rooms, wiping down mirrors and surfaces)  
Changing bedding  
Changing curtains  
Inside window cleaning  
Cleaning fridge, freezer and cupboards  
Defrost freezer  
Empty bins  
Cleaning bathrooms  
Shopping  
Collection of medication  
Companionship (sit in service)  
Cooking a meal/meal preparation  
Feeding/walking your pet

## Our 4 stage approach to your support at home service

### *Stage 1*

Once you have contacted Lica Homecare and expressed an interest in purchasing the services which we have on offer, you will then be offered a home visit. The Registered Manager will agree with you a suitable date and time for her to attend your home for a meeting.

### *Stage 2*

During this meeting, the Registered Manager will provide you with a service agreement to look through which shows the wide variety of services which we can and cannot provide. The Registered Manager will then work with you to agree on which services you feel would be most beneficial and she will inform you of how long each of those services is expected to take. You will also be given a copy of the contract which details our prices and cancellation terms.

### *Stage 3*

A date and time will be agreed upon for the commencement of the package of care. The Registered Manager will then provide you with a face to face introduction to your worker(s) who will have been carefully chosen by Lica Homecare.

### *Stage 4*

Should you be happy to go ahead with the service then the contract and service agreement will be completed on this visit. A copy of all relevant paperwork will be supplied to you to keep within your own home.