



Linmar Care

**PROVIDING QUALITY CARE AT
HOME**

Call 01206 912311

or

01376 802011

Our mission

Is to be recognised as a provider of choice, with a reputation for being passionately dedicated to delivering outstanding care, personalized to meet the needs and wishes of the people we support.

About us

Linmar Care Limited is an independent family run home care service for older people designed specifically to offer a more effective approach to care. Our management team have many years of business and professional experience and are committed to ensuring you have a flexible service of the highest standard.

We believe your care should be your choice and our assessors are trained to assist you in forming a care package which is person-centred, tailored to suit your individual wishes, needs and preferences.

At Linmar Care we like to get to know our clients. We know that the way you like the little things done is important and will always work with you to ensure that we get those right. We pride ourselves in taking a holistic approach to care at home, focusing not just on your wishes and care needs but on your lifestyle to create positive outcomes and promote active participation. The decisions made in your home should be yours and your choices will always be respected.

The decision to arrange care at home is not always an easy one and we work hard to make this process as simple as possible.



Our care Staff

The care staff we employ are recruited for their experience, enthusiasm and motivation and for your safety, rigorous and thorough checks are carried out before employment. We believe training is of utmost importance to give our care staff the skills required to meet and understand all your needs. Therefore, all our staff participate in a rigorous continuous training and personal development programme. Our new staff must complete their training and prove themselves competent in their job role before we allow them to work independently. Our staff are supported, supervised and monitored in the community enabling us to maintain a high standard of care. You can be certain our care staff have the knowledge and confidence to meet your needs.

Also, we have to be satisfied our care staff share our values. They must be kind, caring, responsible, reliable and provide you with a professional standard of care.

Our philosophy of care

At Linmar Care it is our principle that the health, safety and welfare of our clients and staff is our main priority.

We believe in providing caring services of the highest quality within the guidelines of the Health and Social Care Regulations and we monitor all our services closely to ensure that the policies and procedures we have in place are adhered to.

By encouraging and supporting our clients to contribute to, and to take control of their health and quality of life, we believe this promotes greater independence and dignity.

We recognise the rights of every individual to choose their lifestyle and embrace this as a valuable way of maintaining independence. We respect our clients' choices.

We respect the right of everyone to be treated as individuals, regardless of race, nationality, colour, creed, sex or sexual orientation and have the right for their independence to be respected and the right to be treated with fairness and courtesy always.



A care service you can trust and rely on

We take the strain out of your day to day living and ensure you have the assistance you need to remain safely at home for as long as you wish. We work hard to do all we can to make you feel happier and healthier at home, to help you relax and enjoy life.

- Regular care workers will visit your home to ensure continuity of care.
- We will match care staff as closely as possible with you, respecting the need for change if necessary.
- Your care worker will stay for the allotted time – one hour minimum
- Every effort is made to ensure your care worker arrives punctually.
- We understand that medication must be given on time to maximise effectiveness.
- All our staff are given the information, instruction, training and supervision necessary to protect the health and safety of themselves and you.
- Feedback is welcomed whether it be compliments, complaints or suggestions.
- Out of hours support provided by our management team.

Who uses our services?

Linmar Care provides a variety of services to older people living in their own homes who require care and support because for example they:

- Have complex and / or long-term conditions
- Require palliative care and end of life care • Require additional support during convalescence following an injury, illness or period of hospitalisation
- Require support because of physical / memory / sensory impairment.

Services we can provide for you

Linmar Care provides key care and support to clients including:

Personal care:

- Getting up and going to bed • Dressing and undressing • Bathing / showering, washing, washing hair, shaving and oral hygiene • Bed bathing • Skin care • Toilet and continence requirements • Medication and other health related activities • Assistance with eating and drinking • Exercise programmes under the instruction of a physiotherapist or occupational therapist

Social care:

- Companionship
- Reminiscing and mental awareness stimulation
- Letter writing, reading, managing correspondence and assistance with telephone calls
- Accompanying to medical and social appointments
- Pet care
- Participation in hobbies

Domestic care:

- Meal and snack preparation
- Washing up
- Menu planning
- Cleaning and routine light household tasks
- Laundry

Additionally, our care staff are able to assist with such tasks as:

- Catheter care – changing bags, monitoring output and emptying bags
- Artificial feeding
- Eye or ear drops
- Ileostomy and Colostomy care

We can also provide a support service to include any or all the above tasks during a period of respite care to enable principal carers to have a break or go on holiday.

Our services can be provided on an hourly basis, from as little as two hours per week to comprehensive care plans depending upon your requirements.

Should you require a service you do not find listed above, please do not hesitate to contact us as we may be able to assist you.

Putting you at the heart of everything we do

We believe that everyone should be able to access a high standard of care in their own home, enabling them to live safely and independently in their own home for as long as they wish. We understand that to be able to relax and enjoy life, people need a service they can rely on.

An initial assessment by a senior member of staff will be carried out to assess your care needs to plan a care package with your consultation and agreement before we begin providing care and support. Plans will be reviewed on a regular basis with you, your family and / or representatives (with your permission) and, where applicable, any other external social or health care professional.

At regular intervals our management team will visit you to ensure that our service is being provided properly and to your satisfaction.

We recognise that every individual is unique, their needs, wishes and preferences can change from day to day, so we offer a flexible service evolving as required to remain effective.

We work closely with our clients, their families, authorised persons and health professionals to ensure their needs are at the centre of everything we do.

Quality Assurance

Our business is caring for people in their own homes and we know how important it is that we find the right care workers and provide the service needed. Quality Assurance will remain at the forefront of our service, that is why we have developed stringent internal quality controls. Regular reviews of your care package are carried out to ensure that we are delivering the quality of service needed. Our clients are at the heart of everything we do and by listening to the people we care for, we improve our services and continue to make them safer and more responsive. Learning from our clients tell us enhances our planning and delivery of high quality care.

Contact us

To find out more about our innovative and refreshingly different approach to caring

Call us today on 01206 912311 or 01376 802011

Email us on info@linmarcare.co.uk

Or visit our website www.linmarcare.co.uk



Linmar Care Limited - Registered in England & Wales No. 11089890

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Linmar Care Ltd has been inspected and rated by the Care Quality

Commission, the full report can be viewed at

www.cqc.org.uk/location/1-5270616816

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