



SHARE your **CARE**

SERVICE USER GUIDE

Share Your Care Limited
9 Highland Park
Hounslow
London
TW13 4QQ

Office Contact Number
0830am - 5pm: (Pending)

Emergency Contact Number
5pm-1030pm: 07917816763

Email;
info@shareyourcare.co.uk

Expiry July '25

CONTENTS

PART 1

ABOUT US

- Welcome to Share Your Care!
- Our Philosophy
- Our Mission

PART 2

OUR STAFF

- Our Nurses
- Our Carers
- Time sheets

PART 3

OUR SERVICES

- Services we offer
- Whose care we share
- Tailored packages of care
- Hours of business
- Associated Fees
- Selecting the service for you

PART 4

HEALTH & SAFETY

- Our workplace
- Shared environment

PART 5

QUALITY ASSURANCE

- Excelling and Maintaining standards:
 - Policies
 - External Regulation

PART 6

YOUR RIGHTS & RESPONSIBILITIES

- Individuality and Independence
- Informed Choices
- Working in Partnership

Part 1

ABOUT US

1.1

WELCOME TO SHARE YOUR CARE

Share your care Limited is a Care agency set up with a vision to deliver unprecedented, never before seen levels of care in the domiciliary care market.

We have a director and practice manager with 9 years' experience of delivering medical care in the community, care homes, and in hospitals.

In other words, independent management dedicated to compassionately deliver clinical care.

1.2

OUR PHILOSOPHY

Compassion and care for the vulnerable form the core of Share Your Care.

We tailor our services to suit your individual needs, promoting emotional and social well-being by helping when and where required, whilst at the same time thinking about maximising your independence and control over your life.

1.3

OUR MISSION

We aim to enable independent living by providing outstanding care.

Respect for individuality, privacy, and dignity guides our actions.

We work in partnership with you, our carers, and relevant third parties.



Part 2

OUR STAFF

2.1

OUR NURSES

One of the key ways we plan on delivering on our vision and mission is by being the first company in the market to offer our service users experienced nurses to lead and provide your care through a financially viable model.

2.2

OUR CARERS

All of our staff share our core values for compassionately delivering care. We share our staffs desire to continue grow and develop. Additionally, we ensure 100% regulatory compliance at all times.

We hope carers selected for your care may form a special bond with you, if for any reasons at all you wish for a change you just have to let us know, and we take any grievances you may have with our staff as a learning opportunity we aim to reflect and improve on.

2.3

VISITING YOU

You will find our carers arriving at your home in their uniform and able to readily present their Identification Badge. For service users unable to attend their door, you may disclose your key safe code to us which will be kept safely and only made available to those necessary in accordance with confidentiality laws.

If in any situation where your usual carer is unable to attend as planned, we will make every effort contact you to inform you about your replacement carer, and/or any other changes. If your carer has not arrived at expected please let us know, conversely if you do not require your regular visit for any reason please inform us, ideally with 24 hours' notice.

TIME SHEET

(Pending chosen system)

Part 3

OUR SERVICES

3.1 SERVICES WE OFFER



While we strive to maximise your independence, we are grateful for opportunities to help you with any of your activities of daily living, from personal and domestic, to social. Including but not limited to bathing, grooming, and dressing.



Help arrange your calendar, and assisting you with easy-to-use technology.



All our staff can help with administering and/or prompting medications; creams and tablets. Additionally, we can help wound care, and vitals monitoring.



We can help look after the furrier beings your home.



Sharing and/or completing meal preparation processes, nutritional planning, and help with feeding.



We help make sure you are stocked up by assisting you with your shopping.



Helping with your domestic cleaning, bedding, and laundry.

3.2 WHOSE CARE WE SHARE

Our provision of care and support services is listed but not limited to:

- ✓ The elderly
- ✓ Adults with cognitive decline
- ✓ Adults with physical disabilities
- ✓ Adults with mental health difficulties
- ✓ Adults with sensory impairments
- ✓ Adults with learning difficulties
- ✓ Adults experiencing illness or recovery
- ✓ Palliated/Terminally ill adults
- ✓ Adults requiring temporary post-operative or post-hospital admission care.

3.3 TAILORED PACKAGES OF CARE

	Gold	Platinum
Carers	Carers that share our passion to deliver high level care	Nurse-Led Care: Ideal for clients with complex medical needs who require frequent health monitoring and medical assistance.
Level of care	Comprehensive: Includes all essential services such as personal care, help with activities of daily living (ADLs), medication management, companionship, and meal preparation.	Enhanced Care: Includes all services offered in our Comprehensive package augmented with the integration of advanced clinical care provided by experienced nurses.
3.4 Associated Fees	£28/hour or £15/half hour	£33/hour or £20/half hour

3.4 SELECTING THE RIGHT SERVICE FOR YOU

You can pick up the phone, or go via our website to book an appointment for an initial consultation with us where we will have a two-way conversation with you about your care needs. All initial consultations and new client contracts go through one of our directors. We therefore make sure we provide a service where we don't oversell nor undersell you, so we can build the Share Your Care brand into what we envisioned. We are always happy to make dynamic changes as your care needs change.

Part 4

HEALTH & SAFETY

Our Workplace:

We work together and share our ideas on how to optimise safety for you, as well as our staff, as your home is our carers workplace.

Let's create & share a safe environment together.

We start doing this by proactively carrying out our risk assessment, involving ideas from yourself on how to make things safest!



Part 5

QUALITY ASSURANCE

1.4

EXCELLING AND MAINTAINING STANDARDS

We plan to disrupt the level of care that is possible to be provided in UK residences. We mentioned our staff above, we are invested heavily in them and believe they will be key in order for us to achieve this.

Below is how we plan to continue to maintain the high standards we share with you.

Our Policies

On our website, or by request you can view our extensive Quality Assurance, Risk Management, and Duty of Candour policy – all carefully written out and implemented to optimise the care we share with you and your loved ones.

External Regulation

In addition to our own constant self-reflection, assessment, staff and service user feedback, we appreciate and implement the framework provided by statutory regulators.

The Care Quality Commission (CQC) help us deliver great and safe care, and we look forward to any future inspections and feedback that they may provide, the reports which will be transparent, published on our website, and readily available for anybody seeking our services.

Part 6

YOUR RIGHTS AND RESPONSIBILITIES

6.1 INDIVIDUALITY AND INDEPENDENCE

We respect and encourage your right to make your own choices and maintain your independence.

6.2 INFORMED CHOICES

We encourage open communication, informing and involving you in decisions in accordance with the Mental Capacity Act 2005.

6.3 WORKING IN PARTNERSHIP

As per the name on the tin, we share your care. We collaborate with you, your family, and any relevant and consented third party.