

## Description of FY Care Ltd. Services

- ◆ Assistance with dressing/undressing - getting up in the morning and preparing for bed at night
- ◆ Assistance with bathing, showering and washing
- ◆ Help with skincare, washing hair and cleaning teeth
- ◆ Manicuring and foot care
- ◆ Assistance with bed bathing
- ◆ Assistance with toileting and use of incontinence aids
- ◆ Assistance with medication and health-related duties (in accordance with the written Care Plan)
- ◆ Night sleepover or sitting service and day sitting services
- ◆ Assisting with feeding
- ◆ Companionship, social skills and development, social interaction
- ◆ Reminiscing and mental awareness stimulation
- ◆ Letter writing, reading and managing correspondence
- ◆ Escorting to medical and social appointments escorting to educational/employment establishments
- ◆ Participation in hobbies
- ◆ Walking and travelling
- ◆ Assisting with an agreed programme of convalescence/ rehabilitation
- ◆ Assisting with budgeting and finances

**Our list of services are extensive. We aim to provide a totally bespoke level of care to ensure independence and fulfilling lives.**



### General living assistance domestic care, including:

- ◆ The preparation of food, shopping, cooking, washing up and menu planning
- ◆ Cleaning and general routine household tasks
- ◆ Shopping
- ◆ Laundry (including incontinence laundry)
- ◆ All tasks carried out by our staff will be agreed and set out in writing in the Care Plan/Contract.

### FY Care Limited

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*Excelling in care  
Enhancing life  
Together in community*



### Our services are aimed at:

- ◆ Adults aged 18-65 years and over
- ◆ Individuals with learning difficulties
- ◆ Individuals on the autistic spectrum
- ◆ Individuals with physical disabilities
- ◆ Individuals with Mental Health conditions
- ◆ Individuals with Mental Health conditions that challenges, including co-occurring conditions
- ◆ Individuals with a sensory impairment

### FY Care Ltd Aims & Objectives

FY Care Ltd is committed to meet all of its clients' requirements. Its primary objective is to provide a service that gives total customer satisfaction that exceeds expectations and to continually improve its processes, quality and provision.

FY Care Limited aims to deliver the highest standard of care with an total satisfaction to all of our clients. The welfare of our clients and our staff is of paramount consideration, and our entire team is committed to meeting this objective.

Our mission is to help to develop a community where anyone needing any of our services or support will feel safe and confident in everything we do. All of our staff share this belief and are supported to ensure that FY Care's mission is reflected in every aspect of the services we provide.



### Where the Services can be Delivered:

- ◆ In supported living accommodation
- ◆ In an individual's own home
- ◆ In a sheltering housing scheme
- ◆ In an extra care housing scheme

### FY Care Ltd Values

**Respect** – the rights of our clients to be totally respected, showing dignity, compassion and demonstrating integrity at all times

**Independence** – Our clients to remain as independent as possible, using our empowering service to enable positive outcomes. This includes being able to set personal goals and targets so individuals can develop their strengths and abilities.

**Choice** – Individuals to make choices in all aspects of their life and to have support to help make these choices happen. Provide totally bespoke personalised care and support

**Safety** – Supporting individuals to take positive challenges with continuous protection from potential harm and creating a transparent and open environment.

**Equal Opportunities** – all of our services will be provided to clients in line with our Equality and Diversity Policy, and no one will be discriminated against.

**Partnership** – FY Care Limited will work in partnership with other organisations, local authorities, professionals, etc. to develop quality services that meet the needs of our clients, their families and stakeholders.